A. DISTRIBUTED SYSTEM PRODUCTS  
DISTRIBUTED SYSTEMS MANAGEMENT (DSM)

1. The maintenance pricing being offered is as contained in the maintenance pricelist. For all customers, the BMC earned revenue based discount of record applicable to the license purchase (see below) is then applied to the discount to the software maintenance list price, and/or the upgrade list price, for the purpose of determining net maintenance fees.

For all customers, the BMC earned revenue based discount of record applicable to the distributed license purchase is then applied as the discount to the software maintenance list price, and/or the upgrade list price, for the purpose of determining net maintenance fees.

2. Maintenance/Support Tiers. The following are the Maintenance Tiers a customer can choose under this option:

2.1 BMC Continuous Support - 7X24 (24 hours a day X 7 days a week; 1-24 business hour response). 20% of the then-current commercial published license fee equals list price for Continuous Support.

2.2 BMC Premier Support – 7x24 (24 hours a day X 7 days a week) 22% plus a fixed fee based on one of 4 Premier Support Tiers listed below ($20K Express (Service Desk Express (SDE) only), $75K Managed level, $150K Advanced level, $300K Complete level).

2.2.1 Premier Support Tiers. The following are the Premier Support Tier a customer can choose under this option:

- Premier Express
- Premier Managed
- Premier Advanced
- Premier Complete

2.2.2 Premier Support Tier Costs. The costs for the annual Premier Support Tiers under the Systems Management business model for Distributed Systems Products are as follows:

2.2.2.1 Annual Flat Rate. An annual flat fee that is based on the level of support purchased based on the Premier Support Tiers noted below. For multiple products (or customer defined projects) the price may be adjusted based on the number of Support Account Managers assigned to the account.

* Premier Express: $20,000
* Premier Managed: $75,000 per assigned Support Account Manager. Two additional product lines may be added to the initial Managed tier at no charge.
* Premier Advanced: $150,000 for first product line; $75,000 for each additional product line up to a maximum of 3 product lines total.
* Premier Complete: $300,000 for first product line; $225,000 for each additional product line up to a maximum of 3 product lines total.

Example:
- Customer wishes to purchase Premier Complete for 2 product lines.
- Customer owes 22% of net license price plus $525,000 in flat fees annually.

2.2.3 Eligible Product Lines.

- BMC Remedy
- Configuration Management (formerly Marimba)
- CMDB and Discovery
- SIEM (including SIM, BEM, PEM, etc.)
- BPM - BMC Performance Manager
- BPA - BMC Performance Assurance
- IdM
- Service Desk Express (formerly Magic)
3. **Pre-paid Maintenance/Support Discounts.** BMC also offers customers the following additional discounts for an annual payment in advance option:

- At least 2 years but less than 3 years .................. 5%
- 3 Years or greater ........................................ 10%

**Note:** Discounts are exclusive of the IFF requirement.

4. **Reinstatement of Maintenance/Support.** In ALL cases where maintenance needs to be reinstated, the customer must be charged an amount that would be equal to the amount they would have paid had they not let maintenance lapse plus one year of forward support. For customers that have let maintenance lapse for 2 years or more, the customer will have the right to buy new licenses if it wishes or be subject to the same policy as the rest of the customer base (as follows). For customers that have let maintenance lapse up to 2 years, BMC will charge the customer for all lapsed support at their originally contracted rate times the current List Price plus one year forward support. The lapsed support would be calculated at the customer’s earned revenue based discount of record applicable to the license purchase x the current List Price x 20% + one year forward support.
B). BMC SERVICE MANAGEMENT, BMC SERVICE DESK EXPRESS, AND BMC SOFTWARE CONFIGURATION MANAGEMENT PRODUCTS
ENTERPRISE SERVICE MANAGEMENT (ESM)

1. The maintenance pricing is as contained in the maintenance pricelist:

2. Maintenance/Support Tiers. The following are the Maintenance Tiers a customer can choose under this option:

2.1. **BMC Basic** - 5X8 (8 hours a day x 5 days a week; 4-24-business hour response) 15% of the then-current commercial published license fee equals list price for Basic Support.

2.2. **BMC Fast-Track Support** - 5X12 (12 hours a day x 5 days a week; 1-24-business hour response). 18% of the then-current commercial published license fee equals list price for Fast-Track Support.

2.3. **BMC Continuous Support** - 7X24 (24 hours a day X 7 days a week; 1-24 business hour response). 20% of the then-current commercial published license fee equals list price for Continuous Support.

2.4. **BMC Premier Support** – 7x24 (24 hours a day X 7 days a week) 22% plus a fixed fee based on one of 4 Premier Support Tiers listed below ($20K Express (Service Desk Express (SDE) only), $75k Managed level, $150K Advanced level, $300K Complete level).

2.4.1 **Premier Support Tiers.** The following are the Premier Support Tiers a customer can choose under this option:
- Premier Express (SDE)
- Premier Managed
- Premier Advanced
- Premier Complete

2.4.2 **Premier Support Tier Costs.** The costs for the annual Premier Support Tiers are comprised of a combination of a Premier Support Tier rate PLUS an Annual Flat Rate.

2.4.2.1 **Premier Support Tier Rate.** The Premier Support Tier rate is 22% less any Volume Maintenance Purchase discount (VMP). This maintenance rate must be charged for all licensed products in a product line or major project (all products in a product line or for a major product must be under the same maintenance tier). Premier Support is calculated by multiplying the Premier Support Tier rate by the list license price.

2.4.2.2 **Annual Flat Rate.** An annual flat fee that is based on the level of support purchased based on the Premier Support Tiers noted below. For multiple products (or customer defined projects) the price may be adjusted based on the number of Support Account Managers assigned to the account.

* Premier Express: $20,000
* Premier Managed: $75,000 per assigned Support Account Manager. Two additional product lines may be added to the initial Managed tier at no charge.
* Premier Advanced: $150,000 for first product line; $75,000 for each additional product line up to a maximum of 3 product lines total.
* Premier Complete: $300,000 for first product line; $225,000 for each additional product line up to a maximum of 3 product lines total.

2.4.3 **Eligible Product Lines.**
- BMC Remedy
- Configuration Management (formerly Marimba)
- CMDB and Discovery
- SIEM (including SIM, BEM, PEM, etc.)
- BPM - BMC Performance Manager
- BPA - BMC Performance Assurance
3. **Pre-paid Maintenance/Support Discounts.** BMC also offers customers the following additional discounts for an annual payment in advance option:

   - At least 2 years but less than 3 years: 5%
   - 3 Years: 10%

   **Note:** Discounts are exclusive of the IFF requirement.

4. **Volume Support Discounts.** BMC Service Management also provides the following additional discounts for Volume Support purchases. Volume Support purchase is calculated based on Support Contract ID and requires a minimum support level of BMC Fast-Track Support:

<table>
<thead>
<tr>
<th>List License Revenue $USD</th>
<th>BMC Basic Support Effective Maintenance Rate</th>
<th>BMC Fast-Track Support Effective Maintenance Rate</th>
<th>BMC Continuous Support Effective Maintenance Rate</th>
<th>BMC Premier Support Effective Maintenance Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>under $1M</td>
<td>15.0%</td>
<td>18%</td>
<td>20%</td>
<td>22%</td>
</tr>
<tr>
<td>$1M</td>
<td>14.5%</td>
<td>17%</td>
<td>19%</td>
<td>21%</td>
</tr>
<tr>
<td>$2M</td>
<td>14.0%</td>
<td>16%</td>
<td>18%</td>
<td>20%</td>
</tr>
<tr>
<td>$3M</td>
<td>13.5%</td>
<td>15%</td>
<td>17%</td>
<td>19%</td>
</tr>
<tr>
<td>$4M</td>
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<td>14%</td>
<td>16%</td>
<td>18%</td>
</tr>
<tr>
<td>$5M</td>
<td>12.5%</td>
<td>13%</td>
<td>15%</td>
<td>17%</td>
</tr>
<tr>
<td>$6M</td>
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<td>12%</td>
<td>14%</td>
<td>16%</td>
</tr>
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<td>11.5%</td>
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<td>$9M</td>
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<td>13%</td>
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<tr>
<td>$10M</td>
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<td>11%</td>
<td>11%</td>
<td>12%</td>
</tr>
<tr>
<td>$11M</td>
<td>11.0%</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
</tr>
</tbody>
</table>

5. **Reinstatement of Maintenance/Support:** In ALL cases where maintenance needs to be reinstated, the customer must be charged an amount that would be equal to the amount they would have paid had they not let maintenance lapse plus one year of forward support. For customers that have let maintenance lapse for 2 years or more, the customer will have the right to buy new licenses if it wishes or be subject to the same policy as the rest of the customer base (as follows). For customers that have let maintenance lapse up to 2 years, BMC will charge the customer for all lapsed support at their originally contracted rate times the current List Price plus one year forward support. The lapsed support would be at their original rate from their original support level/tier x the current List Price + the one year forward support at a support tier of their choice.
C. IDENTITY PRODUCTS
IDENTITY MANAGEMENT (IM)

1. The maintenance pricing is as follows:

1.1 **Net Basic Support** - 15% of the then-current commercial published license fee equals list price for Basic Support. For all customers the BMC earned revenue based discount of record applicable to the Identity license purchase is then applied as the discount to the software maintenance list price, and/or the upgrade list price, for the purpose of determining net maintenance fees.

1.2 **Net Fast-Track Support** - 18% of the then-current commercial published license fee equals list price for Fast-Track Support. For all customers the BMC earned revenue based discount of record applicable to the Identity license purchase is then applied as the discount to the software maintenance list price, and/or the upgrade list price, for the purpose of determining net maintenance fees.

1.3 **Net Continuous Support** - 20% of the then-current commercial published license fee equals list price for Continuous Support. For all customers the BMC earned revenue based discount of record applicable to the Identity license purchase is then applied as the discount to the software maintenance list price, and/or the upgrade list price, for the purpose of determining net maintenance fees.

2. **Maintenance/Support Tiers.** The following are the Maintenance Tiers a customer can choose under this option:

2.1 **Net Basic Support** - 5X8 (8 hours a day x 5 days a week; 4-24-business hour response).

2.2 **Net Fast-Track Support** - 5X12 (12 hours a day x 5 days a week; 1-24-business hour response).

2.3 **Net Continuous Support** - 7X24 (24 hours a day x 7 days a week; 1-24 business hour response).

3. **Pre-paid Maintenance/Support Discounts.** BMC also offers customers the following additional discounts for an annual payment in advance option:

<table>
<thead>
<tr>
<th>Duration</th>
<th>Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>At least 2 years but less than 3 years</td>
<td>5%</td>
</tr>
<tr>
<td>3 Years</td>
<td>10%</td>
</tr>
</tbody>
</table>

**Note:** Discounts are exclusive of the IFF requirement.

4. **Reinstatement of Maintenance/Support:** In ALL cases where maintenance needs to be reinstated, the customer must be charged an amount that would be equal to the amount they would have paid had they not let maintenance lapse plus one year of forward support. For customers that have let maintenance lapse for 2 years or more, the customer will have the right to buy new licenses if it wishes or be subject to the same policy as the rest of the customer base (as follows). For customers that have let maintenance lapse up to 2 years, BMC will charge the customer for all lapsed support at their originally contracted rate times the current List Price plus one year forward support. The lapsed support would be at their original rate from their original support level/tier x the current List Price + the one year forward support at a support tier of their choice.
D. IDENTIFY PRODUCTS
ENTERPRISE SERVICE MANAGEMENT (ESM)

1. The maintenance pricing is as follows:

1.1 **BMC Continuous Support** - 20% of the then-current commercial published license fee equals list price for Continuous Support. For all customers the BMC earned revenue based discount of record applicable to the Identity license purchase is then applied as the discount to the software maintenance list price, and/or the upgrade list price, for the purpose of determining net maintenance fees.

2. **Maintenance/Support Tiers.** The following is the Maintenance Tier a customer can choose under this option:

2.1 **BMC Continuous Support** - 7X24 (24 hours a day X 7 days a week; 1-24 business hour response).

3. **Pre-paid Maintenance/Support Discounts.** BMC also offers customers the following additional discounts for an annual payment in advance option:

   - At least 2 years but less than 3 years: 5%
   - 3 Years: 10%

**Note:** Discounts are exclusive of the IFF requirement.

4. **Reinstatement of Maintenance.** In ALL cases where maintenance needs to be reinstated, the customer must be charged an amount that would be equal to the amount they would have paid had they not let maintenance lapse plus one year of forward support. For customers that have let maintenance lapse for 2 years or more, the customer will have the right to buy new licenses if it wishes or be subject to the same policy as the rest of the customer base (as follows). For customers that have let maintenance lapse up to 2 years, BMC will charge the customer for all lapsed support at their originally contracted rate times the current List Price plus one year forward support. The lapsed support would be at their original rate from their original support level/tier x the current List Price + the one year forward support at a support tier of their choice.
E. Enterprise Systems Management (ESM) / BSM Solution Packs Pricing

1. The Maintenance/Support pricing being offered is based on the software list price less any transaction discount ("Net License Fee"), multiplied by the Maintenance/Support Tier discount, as identified below, for the purpose of determining the base annual support fee ("Base Annual Support Fee"). If the customer wants to renew maintenance/support, the first maintenance renewal period after the Base Annual Support year will remain flat and will be equal to the Base Annual Support Fee. Subsequent maintenance/support renewals are based on the Base Annual Support Fee established at the time of the purchase plus any increase, not to exceed more than 5% over the prior year’s maintenance/support fee.

2. **Maintenance/Support Tiers.** The following are the Maintenance Tier a customer can choose under this option:

   2.1 **BMC Fast-Track Support** - 5X12 (12 hours a day X 5 days a week; 1-24 business hour response). 18%.

   2.2 **BMC Continuous Support** - 7X24 (12 hours a day X 7 days a week; 1-24 business hour response). 20%.

   2.3 **BMC Premier Support** - 7X24 (24 hours a day X 7 days a week; 1-24 business hour response). 22% plus a fixed fee based on one of 4 Premier Support Tiers listed below ($20K Express (Service Desk Express (SDE) only), $75k Managed level, $150K Advanced level, $300K Complete level).

      2.3.1 **Premier Support Tiers.** The following are the Premier Support Tiers a customer can choose under this option:

      - Premier Express
      - Premier Managed
      - Premier Advanced
      - Premier Complete

      2.3.2 **Premier Support Tier Costs.** The costs for the annual Premier Support Tiers under the Enterprise Systems Management model is as follows:

         2.3.2.1 **Annual Flat Rate.** An annual flat fee that is based on the level of support purchased based on the Premier Support Tiers noted below. For multiple products (or customer defined projects) the price may be adjusted based on the number of Support Account Managers assigned to the account.

         * Premier Express: $20,000
         * Premier Managed: $75,000 per assigned Support Account Manager. Two additional product lines may be added to the initial Managed tier at no charge.
         * Premier Advanced: $150,000 for first product line; $75,000 for each additional product line up to a maximum of 3 product lines total.
         * Premier Complete: $300,000 for first product line; $225,000 for each additional product line up to a maximum of 3 product lines total.

3. **Pre-paid Maintenance/Support Discounts.** BMC offers customer the following additional discounts for an annual payment in advance option:

   At least 2 years but less than 3 years  5%
   3 Years  10%

   **Note:** Discounts are exclusive of the IFF requirement.

4. **Reinstatement of Maintenance.** In ALL cases where maintenance needs to be reinstated, the customer must be charged an amount that would be equal to the amount they would have paid had they not let maintenance lapse
plus one year of forward support. For customers that have let maintenance lapse for 2 years or more, the customer will have the right to buy new licenses if it wishes or be subject to the same policy as the rest of the customer base (as follows). For customers that have let maintenance lapse up to 2 years, BMC will charge the customer for all lapsed support at their originally contracted rate times the current List Price plus one year forward support. The lapsed support would be at their original rate from their original support level/tier x the current List Price + the one year forward support at a support tier of their choice.