

Local terms for Product Related Support Hardware & Software



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This overview provides for the respective country the local service terms referred to in the service data sheets, and it lists the countries that are enabled for the transfer of Support Pack Hardware:

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A. LOCAL TERMS FOR SUPPORT SERVICES HARDWARE & SOFTWARE

The following information supplements for the respective country the service terms specified in the following data sheets:

- ServiceContract Hardware
- ServiceContract Software
- SolutionContract
- Support Pack Hardware
- Support Pack Software
- SolutionPack

The data sheets can be accessed via <http://www.fujitsu.com/emeia/products/product-support-services>

Country	Service desk contact	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)
Algeria	Service desk contact	The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8 hrs.' are available for maintenance contracts only.	GTC (English language) Supplement (English language)
Austria	Service desk contact	<p>The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point.</p> <p>Business hours last weekdays, excluding public holidays, from 08:00 to 17:00.</p> <p>Die SLAs Antrittszeit 4 Std. und Wiederherstellzeit 4/8 Std. sind für Installationen verfügbar, die max.100 km von einem Fujitsu-Standort entfernt sind.</p> <p>Geschäftszeiten reichen wochentags, ausgenommen gesetzliche Feiertage, von 08:00 bis 17:00.</p> <p>Additionally/Zusätzlich: For non-contractual Support requests, following GTCs apply: GTC S&S (English language) Für vertragslose Supportanfragen gelten folgende GTCs: GTC L&L (German language)</p>	GTC (German language) Supplement (German language) GTC (English language) Supplement (English language)
Belgium	Service desk contact	There are no geographical restrictions.	GTC (English language) Supplement (English language)
Bulgaria	Service desk contact	The service levels 'RT 4/8/24/NBD hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8/24/NBD hrs.' are available for dedicated datacenter hardware only (please contact your local sales/service representative).	GTC (English language) Supplement (English language)
<p>CIS</p> <p>Commonwealth of Independent States</p>	Service desk contact	The service levels 'RT 4/8/24/NBD' are available for maintenance contracts only. The Support Packs with service levels 'ORT 4/24 hrs.' are available for installation locations which are within a maximum of 50km but no more than one hour travel from an authorized Fujitsu service point.	GTC (Russian & English language) Supplement (Russian language)
Croatia	Service desk contact	The service levels 'RT 4/8/24/NBD hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8/24/NBD hrs.' are available for dedicated datacenter hardware only (please contact your local sales/service representative).	GTC (English language) Supplement (English language)

Country	Service desk contact	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)
Czech Republic	Service desk contact	The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8 hrs.' are available for maintenance contracts only.	GTC (English language) Supplement (English language)
Denmark	Service desk contact	Service levels above 'Return to Base' are only valid on the mainland and bridged islands. The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point.	GTC (English language) Supplement (English language)
Egypt	Service desk contact	The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8 hrs.' are available for maintenance contracts only.	GTC (English language) Supplement (English language)
Finland (also covering Estonia, Latvia, Lithuania)	Service desk contact	There are no geographical restrictions.	GTC (English language) Supplement (English language)
France	Service desk contact	The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for maintenance contracts only and limited to continental territory (no island covered). Les niveaux de service 'ORT 4h' et 'RT 4/8h' ne sont disponibles que dans le cadre de contrats de maintenance et limités à la France continentale (hors îles et îlets).	GTC (English language) Supplement (English language)
Germany	Service desk contact	Basically, there are no geographical restrictions with the exception of islands, which cannot be reached on paved road. Im Grunde gibt es keine geographische Einschränkung mit Ausnahme von Inseln, die nicht über befestigte Straßen erreichbar sind. Business hours last weekdays, excluding public holidays, from 08:00 to 17:00. Geschäftszeiten reichen wochentags, ausgenommen gesetzliche Feiertage, von 08:00 bis 17:00. Country specific Turn-around-times for Off-site Services apply, see section D. Es gelten die in Kapitel D. hinterlegten länderspezifischen Turn-around-times. Additionally / Zusätzlich: For non-contractual Support requests, following GTCs apply: GTC S&S (English language) Für vertragslose Supportanfragen gelten folgende GTCs: GTC L&L (German language)	GTC (German language) GTC (English language) Supplement (German language) Supplement (English language)

Country	Service desk contact	<p style="text-align: center;">Geographical restrictions ORT=Onsite response time RT=Recovery time</p>	<p style="text-align: center;">General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)</p>
Greece	Service desk contact	The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for maintenance contracts only and for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point and not on an island.	GTC (English language) Supplement (English language)
Hungary	Service desk contact	The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8 hrs.' are available for maintenance contracts only.	GTC (English language) Supplement (English language)
Ireland	Service desk contact	The service level 'ORT 4/NBD hrs.' is available for installation locations in Ireland which are within a maximum of 100 km from an authorized Fujitsu service point, requirement for extended SLA's, please contact local service desk. The service levels 'RT 4/8/NBD hrs.' are available for Support packs for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point, requirement for extended SLA's, please contact local service desk.	GTC (English language) Supplement (English language)
Israel	Service desk contact	The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8 hrs.' are available for maintenance contracts only.	GTC (English language) Supplement (English language)
Italy	Service desk contact	The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point.	GTC (English language) Supplement (English language)
Luxembourg	Service desk contact	There are no geographical restrictions	GTC (English language) Supplement (English language)
North Macedonia	Service desk contact	The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8 hrs.' are available for maintenance contracts only.	GTC (English language) Supplement (English language)
Middle East (GCC, Levant, Yemen, Iraq, Pakistan and Malta)	Service desk contact	The service levels 'ORT 4 hrs.' and 'RT NBD/8 hrs.' are available in the following countries only: UAE (major cities) and KSA (Jeddah, Riyadh and Alkhobar) for installation locations which are within a maximum of 50 km from an authorized Fujitsu service point. Only the service levels 'RT NBD/8 hrs.' guarantee spare parts delivery within the given repair time.	GTC (English language) Supplement (English language)

Country	Service desk contact	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)
Morocco	Service desk contact	The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8 hrs.' are available for maintenance contracts only.	GTC (English language) Supplement (English language)
Netherlands	Service desk contact	The service level 'ORT 4 hrs.' is available for installation locations on the Netherlands mainland. The service levels 'RT 6/8 hrs.' are available for maintenance contracts and for installation locations on the Netherlands mainland.	GTC (English language) Supplement (English language)
Norway	Service desk contact	All On-site service levels include locations which are within a maximum 50 km firm road from an authorized Fujitsu service point. Additional travel will be charged separately.	GTC (English language) Supplement (English language)
Poland	Service desk contact	The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8 hrs.' are available for maintenance contracts only.	GTC (Polish language) Supplement (Polish language)
Portugal	Service desk contact	The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8 hrs.' are available for maintenance contracts only. Os níveis de service de On-site Response Time e Recovery Time estão disponíveis para contractos de manutenção e para localização das instalações que estejam a um máximo de 100km de um polo de assistência técnica autorizado Fujitsu. Support Pack Onsite Response Time 4hrs pode necessitar de um acordo adicional. Os níveis de serviço recovery time 4/8 hrs estão disponíveis unicamente para contratos de manutenção.	GTC (Portuguese language) Supplement (Portuguese language)
Romania	Service desk contact	The service levels 'RT 4/8/24/NBD hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8/24/NBD hrs.' are available for dedicated datacenter hardware only (please contact your local sales/service representative).	GTC (English language) Supplement (English language)
Serbia	Service desk contact	The service levels 'RT 4/8/24/NBD hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8/24/NBD hrs.' are available for dedicated datacenter hardware only (please contact your local sales/service representative).	GTC (English language) Supplement (English language)

Country	Service desk contact	<p style="text-align: center;">Geographical restrictions ORT=Onsite response time RT=Recovery time</p>	<p style="text-align: center;">General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)</p>
Slovakia	Service desk contact	The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8 hrs.' are available for maintenance contracts only.	GTC (English language) Supplement (English language)
Slovenia	Service desk contact	The service levels 'RT 4/8/24/NBD hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8/24/NBD hrs.' are available for dedicated datacenter hardware only (please contact your local sales/service representative).	GTC (English language) Supplement (English language)
South Africa	Service desk contact	Recovery SLA's only applicable with 75KM of cities in South Africa. 4h Recovery is not offered in price book, only considered for projects with on-site spare holding.	GTC (English language) Supplement (English language)
Spain	Service desk contact	<p>The service level 'ORT 4 hrs.' is available for installation locations which are within a maximum of 100 km from an authorized Fujitsu logistic point.</p> <p>For 7x24 projects in Galicia, Asturias, Palencia, León, Zamora, Cáceres, Islas menores, please, contact Fujitsu Spain.</p> <p>For projects in Ceuta, Melilla y Andorra, please, contact Fujitsu Spain.</p> <p>El nivel de servicio 'ORT 4 hrs.' está disponible para ubicaciones a una distancia máxima de 100 km. de un punto logístico autorizado Fujitsu.</p> <p>Para proyectos con servicios 7x24 en Galicia, Asturias, Palencia, León, Zamora, Cáceres e Islas menores, por favor, póngase en contacto con Fujitsu España.</p> <p>Para proyectos en Ceuta, Melilla y Andorra, póngase en contacto con Fujitsu España.</p>	GTC (Spanish language) Supplement (Spanish language)
Sweden	Service desk contact	All Service Contracts and Support Packs are available within a maximum of 50 km from an authorized Fujitsu service point. Travel time and costs will be charged for distances exceeding 50 km. For locations on islands or inaccessible locations, added travel charges may occur.	GTC (English language) Supplement (English language)

Country	Service desk contact	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)
Switzerland	Service desk contact	<p>The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Business hours last weekdays, excluding public holidays, from 08:00 to 17:00. Die SLAs Antrittszeit 4 Std. und Wiederherstellzeit 4/8 Std. sind für Installationen verfügbar, die max. 100 km von einem Fujitsu-Standort entfernt sind. Geschäftszeiten reichen wochentags, ausgenommen gesetzliche Feiertage, von 08:00 bis 17:00.</p> <p>Additionally / Zusätzlich: For non-contractual Support requests, following GTCs apply: GTC S&S (English language) Für vertragslose Supportanfragen gelten folgende GTCs: GTC L&L (German language)</p>	<p>GTC (German language) GTC (English language) Supplement (German language) Supplement (English language)</p>
Tunisia	Service desk contact	<p>The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8 hrs.' are available for maintenance contracts only.</p>	<p>GTC (English language) Supplement (English language)</p>
Turkey	Service desk contact	<p>The service levels 'ORT 4 hrs.' and 'RT 4/8 hrs.' are available for installation locations which are within a maximum of 100 km from an authorized Fujitsu service point. Support Pack 'ORT 4 hrs.' may require an additional agreement. SLs 'RT 4/8 hrs.' are available for maintenance contracts only.</p>	<p>GTC (English language) Supplement (English language)</p>
United Kingdom	Service desk contact	<p>The service level 'ORT 4/NBD hrs.' is available for installation locations on the UK MAINLAND only. The associated Islands off the mainland, can be serviced, however due to 'spares locations to support a higher SLA', there may be additional charges. Please contact local service desk or UK sales contact for any queries. The service levels 'RT 4/8/NBD hrs.' are available for Support Packs for installation locations on the UK MAINLAND only. The associated Islands off the mainland, can be serviced, however due to 'spares locations to support a higher SLA', there may be additional charges. Please contact local service desk or UK sales contact for any queries.</p>	<p>GTC (English language) Supplement (English language)</p>

B. LOCAL TERMS FOR NETAPP PRODUCT SUPPORT SERVICES

The following information supplements for the respective country the service terms specified in the following data sheets:

- Fujitsu FlexPack for NetApp Products

Country	Service desk contact	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)
Germany	Service desk contact	There are no geographical restrictions. Keine geographische Einschränkung	GTC (German language) GTC (English language) Supplement (German language) Supplement (English language)

C. COUNTRIES SUPPORTING SUPPORT PACK TRANSFERS (MOVE)

In the following countries, Fujitsu is able to facilitate the service entitlement of Support Packs with the scope EMEA which were purchased in one country and transferred into a different country (MOVE) (with local activation as precondition).

These Support Packs are only available with the maximum service level **9x5 NBD onsite response time with Spares**.

All other Support Packs provide Support only in-country of purchase, activation and service entitlement.

Service delivery was confirmed by the following countries:

AUSTRIA	FRANCE	LITHUANIA	PORTUGAL
BELGIUM	GERMANY	LUXEMBOURG	SPAIN
DENMARK	IRELAND	NETHERLANDS	SWEDEN
ESTONIA	ITALY	NORWAY	SWITZERLAND
FINLAND	LATVIA	POLAND	UNITED KINGDOM

D. COUNTRY SPECIFIC TURN-AROUND-TIMES

Fujitsu commits for the listed Service Types the following incident specific Turn-around-times:

	Bring-In and Send-In & Return	Collect & Return	Door2Door and Desk2Desk
Germany	2 nd Business day	5 th Business day	2 nd Business day