

Local terms for Product Support Services Hardware & Software

Content

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:

A. Local terms for Product Support Services Hardware & Software

B. Local terms for NetApp Product Support Services

C. Local terms for InstallationPack Clean Desk

D. Countries supporting Support Pack transfers (MOVE)

See last page

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:

- InstallationPack
- InstallationPack Fujitsu M10 and Oracle SPARC Enterprise Server
- ServiceContract Hardware
- ServiceContract Software
- ServiceContract Fujitsu M10 and Oracle SPARC Enterprise Server
- SolutionContract
- SolutionPack
- Support Pack Hardware
- Support Pack Software

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

Country	Service desk	Standard service time	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)	General Terms and Conditions for IT Integration Services, IMAC/D Services (GTC) Framework Contract for IT services
Algeria	Service desk international list	Sunday to Thursday except public holidays, 8-17	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)	Please contact your local sales representative or channel partner

Local terms for Product Support Services Hardware & Software

Country	Service desk	Standard service time	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)	General Terms and Conditions for IT Integration Services, IMAC/D Services (GTC) Framework Contract for IT services
Austria	Service desk international list	Monday to Friday except public holidays, 8-17 Montag bis Freitag ausgenommen gesetzliche Feiertage, 8-17 Uhr	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. Die SLAs Antrittszeit 4 Std. und Wiederherstellzeit 4/8 Std. sind für Installationen verfügbar, die max.100 km von einem Fujitsu-Standort entfernt sind.	GTC (German language) GTC (English language) Supplement (German language) Supplement (English language)	GTC (German language) GTC (English language)
Belgium	Service desk international list	Monday to Friday except public holidays, 8-17 Maandag tot en met Vrijdag, uitgesloten feestdage, 8-17 Lundi au vendredi, exclus jours fériés, 8-17 Montag bis Freitag ausgenommen gesetzliche Feiertage, 8-17Uhr	There are no geographical restrictions.	GTC (English language) Supplement (English language)	GTC (English language)
Bulgaria	Service desk international list	Monday to Friday except public holidays, 8:30 -17	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)	Please contact your local sales representative or channel partner
CIS Commonwealth of Independent States	Service desk international list	Monday to Friday except public holidays, 9-18 По рабочим дням с 9-18 кроме официальных праздников	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. <i>Russian</i> http://www.fujitsu.com/ru/services/support/hardware-maintenance/	GTC (Russian & English language) Supplement (Russian language)	GTC (Russian language)

Local terms for Product Support Services Hardware & Software

Country	Service desk	Standard service time	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)	General Terms and Conditions for IT Integration Services, IMAC/D Services (GTC) Framework Contract for IT services
Croatia	Service desk international list	Monday to Friday except public holidays, 8:30 -17	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)	Please contact your local sales representative or channel partner
Czech Republic	Service desk international list	Monday to Friday except public holidays, 8 -17	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)	GTC (English language)
Denmark	Service desk international list	Monday to Friday except public holidays, 8 -16:30	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)	Please contact your local sales representative or channel partner
Egypt	Service desk international list	Monday to Friday except public holidays, 8-17	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)	Please contact your local sales representative or channel partner
Finland (covering also Estonia, Latvia, Lithuania)	Service desk international list	Monday to Friday except public holidays, 8-17	There are no geographical restrictions.	GTC (English language) Supplement (English language)	Please contact your local sales representative or channel partner
France	Service desk international list	Monday to Friday except public holidays, 8:30-18:30 Lundi au vendredi, hors jours fériés, 8h30-18h30	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)	Please contact your local sales representative or channel partner

Local terms for Product Support Services Hardware & Software

Country	Service desk	Standard service time	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)	General Terms and Conditions for IT Integration Services, IMAC/D Services (GTC) Framework Contract for IT services
Germany	Service desk international list	Monday to Friday except public holidays, 8-17 Montag bis Freitag ausgenommen gesetzliche Feiertage, 8-17 Uhr	There are no geographical restrictions. Keine geographische Einschränkung	GTC (German language) GTC (English language) Supplement (German language) Supplement (English language)	GTC (German language) GTC (English language)
Greece	Service desk international list	Monday to Friday except public holidays, 8-17	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)	GTC (English language)
Hungary	Service desk international list	Monday to Friday except public holidays, 8-17	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)	GTC (English language)
India	Service desk international list	Monday to Friday except public holidays, 9-18	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 40 km from an authorized Fujitsu service point.	GTC (English language) Supplement (English language)	Please contact your local sales representative or channel partner
Ireland	Service desk international list	Monday to Friday except public holidays, 9-17:30	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)	Please contact your local sales representative or channel partner
Israel	Service desk international list	Sunday to Thursday except public holidays, 8-17	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)	Please contact your local sales representative or channel partner

Local terms for Product Support Services Hardware & Software

Country	Service desk	Standard service time	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)	General Terms and Conditions for IT Integration Services, IMAC/D Services (GTC) Framework Contract for IT services
Italy	Service desk international list	Monday to Friday except public holidays, 8-17	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)	GTC (English language)
Luxembourg	Service desk international list	Monday to Friday except public holidays, 8-17 Lundi au vendredi, exclus jours fériés, 8-17	There are no geographical restrictions	GTC (English language) Supplement (English language)	GTC (English language)
Macedonia	Service desk international list	Monday to Friday except public holidays, 8:30 -17	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)	Please contact your local sales representative or channel partner
Middle East (GCC, Levant, Yemen, Iraq, Pakistan and Malta)	Service desk international list	Sunday to Thursday except public holidays, 9-18	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)	Please contact your local sales representative or channel partner
Morocco	Service desk international list	Monday to Friday except public holidays, 8-17	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)	Please contact your local sales representative or channel partner
Netherlands	Service desk international list	Monday to Friday except public holidays, 8-17 Maandag tot en met Vrijdag, uitgesloten feestdagen, 8-17	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)	Please contact your local sales representative or channel partner

Local terms for Product Support Services Hardware & Software

Country	Service desk	Standard service time	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)	General Terms and Conditions for IT Integration Services, IMAC/D Services (GTC) Framework Contract for IT services
Norway	Service desk international list	Monday to Friday except public holidays, 8 -16	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. 'ORT 24x7 4 hrs.' and 'ORT 9x5 4 hrs.' can only be offered in Oslo, Bergen, Trondheim, Kristiansand and Sandnes. SLA 'Recovery Time 4/8 hrs.' can only be offered as a service contract.	GTC (English language) Supplement (English language)	Please contact your local sales representative or channel partner
Poland	Service desk international list	Monday to Friday except public holidays, 8-17	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)	Please contact your local sales representative or channel partner
Portugal	Service desk international list	Monday to Friday except public holidays, 9-18 Segunda a Sexta-Feira excepto Feriados das 9H às 18H	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)	GTC (Portuguese language)
Romania	Service desk international list	Monday to Friday except public holidays, 8:30 -17	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)	Please contact your local sales representative or channel partner

Local terms for Product Support Services Hardware & Software

Country	Service desk	Standard service time	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)	General Terms and Conditions for IT Integration Services, IMAC/D Services (GTC) Framework Contract for IT services
Russia	Service desk international list	Monday to Friday except public holidays, 9-18 По рабочим дням с 9-18 кроме официальных праздников	The service levels 'RT 4/8/24/NBD' are available for maintenance contracts only. The Support Packs with service levels 'RT NBD' or '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. <i>Russian</i> http://www.fujitsu.com/ru/services/support/hardware-maintenance/	GTC (Russian & English language) Supplement (Russian language)	GTC (Russian language)
Serbia	Service desk international list	Monday to Friday except public holidays, 8:30 - 17	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)	Please contact your local sales representative or channel partner
Slovakia	Service desk international list	Monday to Friday except public holidays, 8:30 - 17	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)	Please contact your local sales representative or channel partner
Slovenia	Service desk international list	Monday to Friday except public holidays, 8:30 - 17	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)	Please contact your local sales representative or channel partner
South Africa	Service desk international list	Monday to Friday except public holidays, 8-17	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)	Please contact your local sales representative or channel partner

Local terms for Product Support Services Hardware & Software

Country	Service desk	Standard service time	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)	General Terms and Conditions for IT Integration Services, IMAC/D Services (GTC) Framework Contract for IT services
Spain	Service desk international list	Monday to Friday except public holidays, 8-17 de Lunes a Viernes excepto festivos, de 8-17	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. El nivel de servicio 'ORT 4 hrs.' está disponible para ubicaciones a una distancia máxima de 100 km. de un punto logístico autorizado Fujitsu.	GTC (Spanish language) Supplement (Spanish language)	GTC (English language)
Sweden	Service desk international list	Monday to Friday except public holidays, 08:00 -18:00	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)	Please contact your local sales representative or channel partner
Switzerland	Service desk international list	Monday to Friday except public holidays, 8-17 Montag bis Freitag ausgenommen gesetzliche Feiertage, 8-17 Uhr	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. Die SLAs Antrittszeit 4 Std. und Wiederherstellzeit 4/8 Std. sind für Installationen verfügbar, die max. 100 km von einem Fujitsu-Standort entfernt sind.	GTC (German language) Supplement (German language) GTC (English language) Supplement (English language)	Please contact your local sales representative or channel partner
Tunisia	Service desk international list	Monday to Friday except public holidays, 8-17	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)	Please contact your local sales representative or channel partner
Turkey	Service desk international list	Monday to Friday except public holidays, 8-17	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)	Please contact your local sales representative or channel partner

Local terms for Product Support Services Hardware & Software

Country	Service desk	Standard service time	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)	General Terms and Conditions for IT Integration Services, IMAC/D Services (GTC) Framework Contract for IT services
United Kingdom	Service desk international list	Monday to Friday except public holidays, 9-17:30	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.	GTC (English language) Supplement (English language)	Framework Contract for IT services (English language)

Local terms for Product Support Services Hardware & Software

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	Standard service time	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)	General Terms and Conditions for IT Integration Services, IMAC/D Services (GTC) Framework Contract for IT services
Germany	Service desk international list	Monday to Friday except public holidays, 8-17 Montag bis Freitag ausgenommen gesetzliche Feiertage, 8-17 Uhr	There are no geographical restrictions. Keine geographische Einschränkung	GTC (German language) GTC (English language) Supplement (German language) Supplement (English language)	Please contact your local sales representative or channel partner

C. Local terms for InstallationPack Clean Desk

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

- Fujitsu InstallationPack Clean Desk

Country	Service desk	Standard service time	Geographical restrictions ORT=Onsite response time RT=Recovery time	General Terms & Conditions for HW/SW Support Services (GTC) Supplemental terms for Support Pack (Supplement)	General Terms and Conditions for IT Integration Services, IMAC/D Services (GTC) Framework Contract for IT services
Germany	Service desk international list	Monday to Friday except public holidays, 8-17 Montag bis Freitag ausgenommen gesetzliche Feiertage, 8-17 Uhr	There are no geographical restrictions. Keine geographische Einschränkung	GTC (German language) GTC (English language) Supplement (German language) Supplement (English language) Additional Supplement for Clean Desk (English language)	Please contact your local sales representative or channel partner

Local terms for Product Support Services Hardware & Software

D. Countries supporting Support Pack transfers (MOVE)

The following legal Fujitsu entities facilitate the service entitlement of Support Packs with the scope Europe (with local activation as prerequisite) which were purchased in and transferred from a different country (MOVE).

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

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

AUSTRIA
BELGIUM
BULGARIA
CZECH REPUBLIC
DENMARK
ESTONIA
FINLAND
FRANCE
GERMANY

GREECE
HUNGARY
IRELAND
ITALY
LATVIA
LITHUANIA
LUXEMBOURG
NETHERLANDS
NORWAY

POLAND
PORTUGAL
ROMANIA
RUSSIA
SLOVAKIA
SPAIN
SWEDEN
SWITZERLAND
UNITED KINGDOM