

To: Customers of Fujitsu Software Interstage XWand  
14th December, 2018

## CONFIRMATION

### SUPPORT LAPSE RENEWAL CHARGES

If the support and maintenance agreement annual renewal is declined, support will lapse on the effective anniversary date. After that time, no technical support will be available. If support and maintenance is desired after a support lapse, thirty (30) % fee of the software licenses will be required to re-instate the agreement in addition to support and maintenance fees otherwise due for the renewal period.

Fujitsu Limited

*Masaru Uchida*

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Masaru Uchida  
Manager  
Application Management Middleware Division,  
Middleware Business Unit  
Fujitsu Limited