# Definitions
# Fsas Technologie
# Product Related Support

The objective of this document is to give an overview about the Fujitsu Product Related Support portfolio and to define the terms relevant for the related support offerings.

# Contents

## 1. Onboarding

### Support portal and incidents

For our customers' support, a central portal has been set up where all the necessary information can be obtained to report incidents. This portal can be found on Support portal.

Using the MySupport tab the account can be created and incidents may be raised.

### Priority incidents

The priority incident should be raised over the phone within the SLA agreements.

### Non Priority incidents

The incident may be raised via Contacts and via MySupport in addition to raising it directly over the phone to the Service Desk hotline. Please note that in both places it is clearly indicated that for incidents created via this way, an attempt will be made to reply within one working day. And where it is clearly indicated that for urgent matters the Service Desk Hotline must be contacted.

### KPIs of incidents

When the call entitlement and pre-clarification phase has been successfully concluded, the fault is accepted, a reference number is assigned, and the fault is then processed according to the defined service level.

The onsite response time is the period between call acceptance and the time when an engineer arrives at the customer.

Within Onsite Response time, Fsas Technologies differentiates between the following offerings depending on country:

- Engineer arrives in general within the contracted Service option with a diagnosed spare part versus
- Engineer contacts the customer in general within the contracted Service option and agrees the onsite intervention incl. the spare part.

The measurement of the onsite response time is interrupted outside agreed service times. The onsite response time does not apply in those situations where a fault can be eliminated remotely.

Troubleshooting continues until the IT infrastructure is operational again or until suitable progress has been made in solving the problem. Work can be stopped for a time if additional parts or resources are required but is restarted as soon as they are available.

## 2. Warranty

### Fsas Technologies Manufacturer Warranty

The Fsas Technologies Manufacturer Warranty (subsequently: Warranty) is a voluntary obligation of Fsas Technologies as the manufacturer to the final customer of new devices. The Warranty does not apply to devices brought into circulation as used devices by Fsas Technologies. In addition, the end customer may have a right to implied Legal Remedies in case of deviations from product specification or agreed functionality not restricted by these Warranty terms ("Sachmängelhaftung").

The Warranty begins on the day of initial purchase of the product by an end user from Fsas Technologies or from an authorized dealer (date of purchase of the original purchase receipt/proof of purchase or date of the original delivery note).

The respective Warranty duration and type depend on the particular product.

There are Off-site as well as On-site Warranty services.

The Service Level for Warranty, if not otherwise specified, is on reasonable endeavor's basis without committed SLA.

Separately and independently, customers may buy any Product Related Support offerings from Fsas Technologies (Support Pack, ServiceContract, SolutionContract and SolutionPack).

### Customer Self Service (CSS) for Customer Replaceable Units (CRU)

The Customer Self Service process applies for Warranty services on a mandatory basis, e.g. customers are responsible for the exchange and – if required – the return of the faulty part.

CRU designates spare parts that can be exchanged by the customer. CRU spares are components such as keyboard, mouse, hot-plug HDD, and other components defined by Fsas Technologies. In case of an in-warranty hardware fault requiring repair and the CRU process being applicable, the customer will receive the needed spare part, exchange it and – if required – return the faulty part.

The CRU concept is implemented by a clearly defined and unified service delivery process based on pre-defined CRU parts, 'CRU-able' systems and the provision of user friendly documentation for CRU exchange.

## 3. Fsas Technologies Product Related Support - Portfolio Overview

The Fsas Technologies Product Related Support portfolio is positioned as follows:
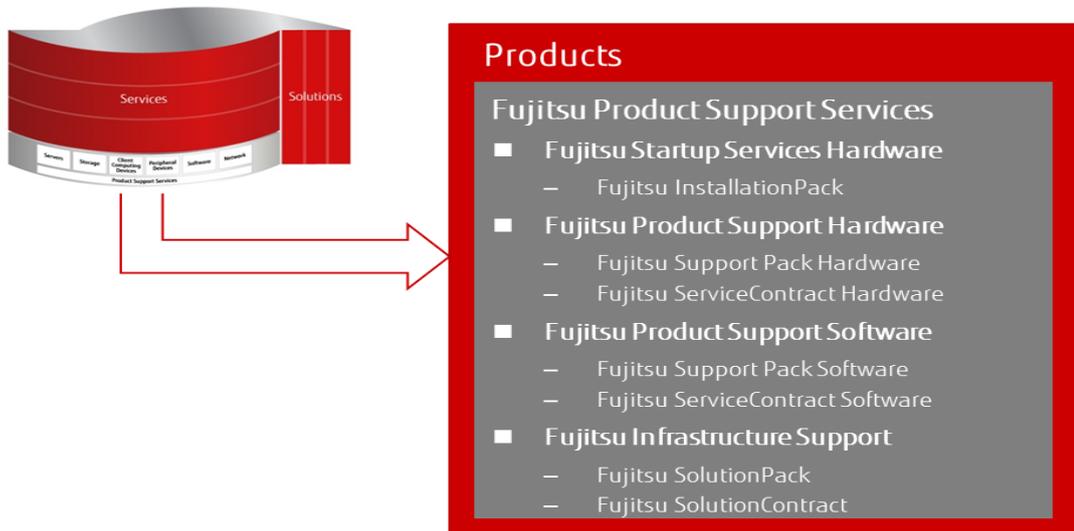


In addition to its cutting-edge products, Fsas Technologies offers standardized Product Related Support that is sold at the point of sale or any time during product life cycle.

The Product Related Support ensures system availability and business continuity of the customerś IT environment. With these offerings we support our customers to save time and money and to reduce the burden on internal IT staff. This supports our customers to shift budget spend on operational IT services to strategic initiatives that deliver short-term real business value to their company.

The Product Related Support covers a broad range of products including Fsas Technologies and Partner branded hardware and software products as well as Fsas Technologies IT Infrastructures (e.g. Fsas Technologies Integrated System PRIMEFLEX) based on Fsas Technologies hardware. Fsas Technologies delivers this Support through certified support engineers in all major countries where global customers need them.

The comprehensive Product Related Support portfolio contains offerings to:

o Provide fast and responsive support for individual hardware and software products. Fsas Technologies has introduced three standard support level (up to 24 x 7, 4 hours onsite response) that are available worldwide.

o Complement Fsas Technologies IT Infrastructures (e.g. Fsas Technologies Integrated System PRIMEFLEX) through well-adjusted "one stop shop" IT Infrastructure support offerings for the embedded multiple Fsas Technologies and Partner branded hardware and software components into account.

In addition to standard reactive support levels such as onsite response and recovery times, Product Related Support encompass optional HDD retention. Reactive support can be augmented by proactive support elements (such as System Health Check and Technical Account Management) to even avoid failures and downtimes.

The portfolio comprises the following portfolio elements:

## Product Support Hardware

Product Support Hardware provides support for Fsas Technologies and Partner branded hardware products by fault diagnosis (including remote access) and repair or replacement of faulty parts. Additional options are Proactive Support and HDD Retention.

Fsas Technologies will respond to an incident and solve the fault in accordance with the contracted Support Level Agreement which can be an Off-site Support or an On-site Support with defined Remote Response Time, On-site Response Time and/ or Recovery Time in accordance with the selected option. The proactive support, if included in the selected options, are delivered on a regular basis in accordance with the contracted Support Level Agreement.

## Product Support Software

This service provides support for Fsas Technologies and Partner branded software products. It ensures seamless operation of installed software products by fault detection and elimination and comprises the diagnosis of software incidents and the provision of workarounds and/or, if available from the licensor, corrections. Depending on the licensor, corrections can designate individual patches, patch packs or sometimes minor releases called updates or upgrades. The provision of software versions with new functions (often designated major releases) depends on the manufacturer's license policy.

If not otherwise agreed, the installation of correction versions and new versions is in the responsibility of the customer and not part of the standard Service Offerings.

*Remark:*
*Non-ambiguous definitions for update, upgrade, minor / major release, etc. are only possible in relation to a particular software product.*

## Infrastructure Support

For Fsas Technologies IT Infrastructures based on Fsas Technologies hardware Fsas Technologies provides a "one stop shop" support offering for the embedded multiple Fsas Technologies and Partner branded hardware and software components. It comprises reactive and selectable proactive support. Its main features are as follows:

o   A single point of contact (SPoC) grants our customers easy access to support. There is one contact for all Fsas Technologies components as well as third party components included in the infrastructure of the related solution.

o   The integrated support concept (designated: Technical Solution Support) ensures that the faulty component in the infrastructure is identified by Fsas Technologies and the fault elimination initiated. Typically, one Technical Solution Support is required for ever installed node.

o   Infrastructure Support includes reactive support services that solve problems after a failure of the infrastructure as well as

o   Proactive service elements, where critical system conditions are detected at an early stage and preventive measures are taken to avoid functional restrictions.

It is important to understand that the application software layer is NOT part of the Infrastructure Support.

### 4. Fsas Technologies Product Related Support Offerings

#### Installation Pack

Installation Packs support the customer in the installation of Fsas Technologies and Partner branded storage and server products including the related operating software, as applicable. They grant fast start and reliable operation of the purchased system in the customer environment and are available as a packaged standard service offering for single products at a fixed price.
This Service offering now belongs to the Fsas Technologies Data Driven Services offings.

#### Implementation Pack

Implementation Packs support the customer in the implementation of a Fsas Technologies Integrated System PRIMEFLEX up to the availability of the the first Virtual Machine, where applicable. They grant fast start and reliable operation of the purchased Integrated System in the customer environment and are available as a packaged standard service offering for an Integrated System typically consisiting of 3 Nodes at a fixed price.
This Service offering now belongs to the Fsas Technologies Data Driven Services offings.

#### Support Pack Hardware / TopUp

The Support Pack Hardware supports Fsas Technologies's hardware products. It designates a service contract comprising Product Support for a certain hardware product, for a fixed Service Period and upfront payment of a fixed fee. Support Packs can be purchased within 90 days of the product purchase with a contract term of 1 up to 5 years. Before expiration, the Service Period can be extended (until typically the maximal contract term of 5 years) by purchasing a corresponding follow-on Support Pack (also called Prolongation Support Pack).

The Support Period begins on the exact date when the corresponding hardware product was initially purchased. The support is provided based on a once-only payment to be paid in advance when the Support Pack is purchased and requires the support activation.

Support Pack Hardware and TopUp are offered as almost identical product's offerings that only differ with regards to sales and order processes:

o   TopUp has to be purchased together with the product, end-user registration is done automatically;

o   Support Pack can be purchased separately and has to be registered through the end-user.

#### Service Contract Hardware

The Service Contract Hardware supports Fsas Technologies's hardware products. It designates a service contract comprising Product Support for a certain hardware product. ServiceContract Hardware can, unless otherwise explicitly regulated, be purchased at any time during the product's lifecycle until 1 year before the end-of-support for that product. Fsas Technologies reserves the right to check the service ability for that product before the start of the contract and, if necessary, will establish such service ability in agreement with the customer and at the latter's costs.

The Support Period begins on the contractually agreed date and is typically extended when the minimum Service Period expires unless the contract is terminated.

Remuneration for the support is on a regular flat-rate basis.

The minimum contract period is 1 year.

Alternatively to use one of predefined Support Level options, ServiceContract Hardware offers the possibility to define the Support Levels, Support Time, Remote Response Time, On-site Response Time and/or Recovery Time in accordance with a customer's needs.

## Support Pack Software

The Support Pack Software designates a service contract comprising Product Support for a certain software product, for a fixed Support Period and upfront payment of a fixed fee. Please be aware, that for Software, no Warranty exists; typically, Support needs to be separately purchased from the first day.

Support Packs can be purchased within 90 days of the product purchase with a fixed contract term. Before expiry, the Service Period can be extended (max contract term depends on the individual Software product) by purchasing a corresponding follow-on Support Pack.

The Support Period begins on the exact date when the corresponding software product was initially purchased. The support is provided based on a once-only payment to be paid in advance when the Support Pack is purchased and requires the support activation.

## Service Contract Software

The Service Contract Software designates a support contract comprising Product Support for a certain software product.

Service Contract Software can, unless otherwise explicitly regulated, be purchased at any time during the product's lifecycle until 1 year before the end-of-support for that product. Fsas Technologies reserves the right to check the serviceability for that product before the start of the contract and, if necessary, will establish such serviceability in agreement with the customer and at the latter's costs.

The Support Period begins on the contractually agreed date and is typically extended when the minimum Service Period expires unless the contract is terminated.

Remuneration for the support is on a regular flat-rate basis. The minimum contract period is 1 year.

## Solution Contract

Solution Contract comprises the complete service scope outlined for Infrastructure Support; e.g. it includes reactive services for the hardware and software components of the infrastructure solution and optional proactive support services such as:

o  Single Point of Contact

o  Technical Solution Support

o  Support for the embedded hardware and software

o  Software Update/Upgrade for the embedded software

Please see the Solution Contract data sheet and respective Technical Appendix for a specification on the specific hardware and software products covered.

With regards to contractual terms, Solution Contracts is very much the same as a Service Contracts:

o  Unless otherwise explicitly regulated, it can be sold at any time during the product lifecycle until 1 year before the end-of-service for that product and the remuneration for the service is on a regular flat-rate basis.

o  The minimum service period is 1 year; it begins on the contractually agreed date and it is typically extended thereafter unless the contract is terminated.

## Solution Pack

Solution Pack provides Infrastructure Support based on a modular concept using standard service offerings. Other than the Solution Contract, Solution Pack covers not the entire service scope of Infrastructure Support and instead, it encompasses only the specific service elements:

o Single Point of Contact Support (one per each PRIMEFLEX System)

o Technical Solution Support (typically to be purchased per each node).


Therefore, Solution Packs need to be supplemented by Support Packs for the respective hardware and software components of the infrastructure.

Solution Pack resembles a Support Pack regarding its contractual terms:

o It has to be acquired within 90 days after purchase of the respective infrastructure solution.

o The service is valid for a fixed minimum Support Period of 3 years. The Support Period starts on the day of initial purchase of the related infrastructure by a final customer.

o For renewals, Solution Packs are available to continue the service period of an existing Solution Pack by a fixed period of time, usually 1 year. Worth noting is, that in case of a prolongation of a SolutionPack, also each and every Support Pack Hardware and Support Pack Software needs to be prolonged equally.


## 5. Glossary of Terms


The following terms and assigned definitions are the basis for the Fsas Technologies Product Related Support portfolio and are to be used in all related descriptions, legal terms & conditions and other documents. The abbreviations (ABBR) in the last column, if shown, refer the support descriptions used in sales documents and tools in English (EN) and German (DE).

| Term | Definition | ABBR |
|---|---|---|
| 3rd Party Product | Non-Fsas Technologies Product that might be resold by Fsas Technologies, for which Fsas Technologies support may be available | |
| 3rd Party Product Support | Fsas Technologies Product Support Services for 3rd Party Product | |
| 9 x 5 | Denotes the standard local business hours; e.g. Monday – Friday excluding public holidays, 8.00 to 17.00 | |
| 24 x 7 | Non-stop operation 24 hours a day, 7 days a week, 365 days a year (Monday – Sunday, 24 hours, including public holidays) | |
| Autocall | With Autocall, the service-authorized product reports unusual component conditions or component failures automatically to the Fsas Technologies Service Center. These messages are analyzed centrally. If defined thresholds are exceeded, an incident is automatically logged at the responsible Service Desk and is then processed according to the contracted Service Level. To do so, customers need to state dedicated contact details. Upon initial delivery, the Autocall functionality as a default setting is deactivated. | |

| Best Effort | With Best Effort there is no concrete On-site Response time committed. If necessary, the engineer arrives at the customer location in general with the diagnosed spare part, however not at any committed time. | |
|---|---|---|
| Call Acceptance | Denotes the moment where a Support Request is received at the Fsas Technologies service desk. Upon successful validation of the entitlement and the initial technical assessment the request is accepted, a tracking number is issued and the Support Request is progressed in accordance with the agreed Service Level as Incident or Service Request. The measurement of the contracted Remote Response / On-site Response / Recovery Times starts with the confirmation of an Incident by the Service Desk. For the validation of entitlement, the customer has to provide the serial or license or contract number of the affected product/solution. The customer is entitled to request support if either the product is in warranty or if a valid service contract for it exists. | |
| Customer Replaceable Unit (CRU) | Designated spare parts that can be exchanged by the customer; see also section "Warranty". | |
| EMEA | Geographical validity of Fsas Technologies Product Support Services: Europe, Middle East and Africa | |
| Forward Stocking Location (FSL) | Stock holding for urgent part requirements thus enabling short On-site Response Times and Recovery Times. | |
| Fsas Technologies Product | Product branded with Fsas Technologies label. For Fsas Technologies products, either Fsas Technologies Warranty terms apply, or the respective Fsas Technologies Product Related Support terms. Fsas Technologies branded products are e.g. ETERNUS, PRIMERGY, Fsas Technologies SOFTWARE | |
| Fsas Technologies IT Infrastructure | Fsas Technologies IT Infrastructures based on Fsas Technologies hardware are e.g. Fsas Technologies Integrated System PRIMEFLEX | |

| HDD Retention | Within Product Support Hardware, HDD Retention designates the option under the terms of which customers are allowed to retain faulty data media (hard disk drives, SSDs, UFM-Devices, SATA-DOMs, DCPMMs or Boot Disk Utilities) that are authorized for service. In this situation Fsas Technologies, in contrast to other specifications, does not insist on its ownership right for faulty hard disk drives when supplying a replacement drive. The customer retains sole responsibility for protecting confidential data saved on faulty data media.

This option is available for removable data media, only. It incurs an extra fee and can be combined with Off-site or On-site Support. | HDD |
|---|---|---|
| IMAC/D | Install, Move, Add, Change and Disposal<br>(This Service offering now belongs to Data Driven Services offings) | |
| Incident | An Incident is any unplanned interruption or a reduction in the quality of an IT service. It is logged in the CMS (see also Support Request).<br><br>An Incident can either be solved by the Fsas Technologies service desk (First Time Fix), being forwarded for further diagnosis (as a "Problem") or result in a work order to a service engineer / service partner. | |
| MOVE | For Support Packs Hardware, MOVE addresses the possibility for the customer to purchase Hardware and Support Services in one country, and transfer, register and receive Service in a different country. Details and limitations (included countries, Service Levels and products) are available in the supplement to the data sheet Support Pack Hardware "Local support terms" available at ts.fujitsu.com/support-terms. | |
| Multivendor Product Support | Fsas Technologies Product Support Services for heterogeneous or pure non-Fsas Technologies environments. | |
| MySupport Portal | On the Fsas Technologies-Internet, within the Support-portal, the MySupport portal is accessable. Here every customer can create an individual account and integrate dedicated Serialnumber. Per each Serialnumber, customers can view product specific information like patches or drivers, can maintain own location data, can request Support prolongation offerings and soon also register Support Packs or Solution Packs. | |
| Next Business Day | In combination with Support Time 9x5, NBD refers to the next local business day; e.g. in Europe Monday – Friday excluding public holidays. In combination with Service Time 24x7, NBD refers to the next day. | NBD |
| OEM Product | Product usually branded with Fsas Technologies label & sold by Fsas Technologies ("Fsas Technologies Product") but manufactured and/or licensed by Fsas Technologies Alliances (e.g. Brocade).<br>In some cases, OEM products are sold under the original manufacturer's brand (e.g. Juniper). | |

| On-site Warranty / Support | The reported fault will be analyzed by Fsas Technologies by means of telephone support or remote access. At Fsas Technologiesˋ discretion a service engineer will be scheduled for further on-site diagnosis and solution as necessary to resolve the diagnosed problem. In case of a hardware failure, the operational readiness will be restored by replacing or repairing the defective part at the installation location. On-site Service is available with defined Service Levels for Onsite Response time or Recovery time. Their availability may depend on local conditions and/or the geographical location of the customer site. | EN: OS DE: VO |
|---|---|---|
| On-site Response Time | The onsite response time is the period between call acceptance and the time when an engineer arrives at the customer. Within Onsite Response time, Fsas Technologies differentiates between the following offerings: <br>• Engineer arrives in general within the contracted Support option with a diagnosed spare part versus <br>• Engineer contacts the customer in general within the contracted Support option and agrees the onsite intervention incl. the spare part. <br>The measurement of the onsite response time is interrupted outside agreed support times. The onsite response time does not apply in those situations where a fault can be eliminated remotely. <br>Specific requirements with regards to coverage area and available response times are subject to local conditions. | EN: Rt DE: Az |
| Proactive Support | Proactive Support designates the option with which increased customer requirements for system availability are addressed. It encompasses the following key features: <br>• Regular evaluation of Patch Status concerning firmware & BIOS versions (System Health Check) <br>• Presentation and discussion of corrective actions based on the System Health Report (by Technical Account Management) <br>• Presentation and discussion of corrective actions as consequence of the System Health Check (Technical Account Management) <br>This option is available for Solution Contract, Solution Pack and for Support Pack Hardware for selected products and in combination with selected service levels, and it incurs an extra fee. The availability depends on product and the individual country. | |
| Recovery Time (HW) | The Recovery Time (HW) is the period between call acceptance and the time when a service engineer normally recovers the operational readiness of the hardware that has been identified as faulty. The measurement of the Recovery Time is interrupted outside the agreed service time. <br>The Recovery Time does not include the time required to recover data and/or install the software, operating system or corresponding updates and/or the recovery of customer-specific configuration. Specific requirements with regards to coverage area and available Recovery Times are subject to local conditions. | EN: Rec DE: Whz |
| Recommended Support | In line with local market conditions and local delivery capabilities, one particular service level is selected per product category and country as 'Recommended Service' and will be automatically attached to a product configuration by WebArch. This selection can be changed by the user doing the configuration. | |

| | | |
|---|---|---|
| Reseller Product | Non-Fsas Technologies Product that is sold by Fsas Technologies, but under the original vendor's brand. Vendor warranty applies. For Reseller Products, Fsas Technologies may offer own and/or the original vendor's support services. | |
| Service Level Agreement (SLA) | Contract or interface between customer and contractor specifying recurring services with the objective to provide contractual transparency and accuracy. Various Support Level options are usually available for the essential parameters of a particular service; the selected Support Level is integral part of the SLA agreement.<br>Typical Support Levels are Service Time, Remote / On-site Response Time, Recovery Time. | |
| Support Period | Service Period designates the period of time for which a service has been contracted.<br>For Service Contract the service period starts at the contracted start date and – if not otherwise agreed in the contract – is automatically prolonged until explicitly cancelled.<br>For Warranty and Support Pack the following applies:<br>Support start = day of product purchase to end customer<br>Support end = start date + duration time | |
| Support Time | The Support Time is the contractually agreed time within which the service is provided remotely and/or on-site, as applicable.<br>If no specific Support Time is agreed, the local Standard Support Time applies (see also 9x5). | |
| Severity Level | See Remarks below | |
| Single Point of Contact (SPoC) | One service interface for customers for logging of Support & Service Requests or Incidents. If necessary, Incidents and Service Requests will be forwarded to the respective internal and/or external delivery unit for further diagnosis, resolution or fulfillment. | |
| Single Point of Responsibility (SPoR) | One service interface for customers taking contractual responsibility for fault elimination from Support Request logging until the problem is resolved. One service contract owner. | |
| Support Request | A Support Request is any inbound or outbound customer contact, irrespective of the way it was made. This includes for example customer contacts made by phone, email, web request, fax or letter. It describes the end to end lifecycle of a service. A Support Request can evolve into an incident or a service request. It is counted only once when first logged in the Call Management System (CMS). | |

## 6. Remarks

The Remote / On-site Response and Recovery Times may – in addition to the selected Support Level - depend on the severity of the fault (Severity Level).
The Severity Level of the fault is defined by the customer during Support Request Acceptance together with the agent at the Fsas Technologies service desk.

| | |
|---|---|
| Severity Level 1 | **Critical impairment to operation**<br><br>The fault in the service-authorized hardware product causes serious impairment to the customer's business processes through stand-still or total failure of the system. A bypass is not possible |
| Severity Level 2 | **Significant impairment to operation**<br><br>The fault in the service-authorized hardware product results in considerable impairment to the operability of business processes, essential applications or to the system. A bypass is not possible with reasonable efforts. |
| Severity Level 3 | **Moderate impairment to operation**<br><br>The service-authorized hardware product is functioning with moderate impairment to the performance of business processes. The fault may be temporarily circumvented using an available workaround; the delay in fault elimination is acceptable. |

## 7. Further Information

Further information on the Product Support Services is available on the Internet
Product-Support-Services Internet , e. g.:

- General terms & conditions for HW/SW Support Packs (GTC) as well as Supplemental terms for Support Packs (Supplement)

- Data sheets

- Technical Appendices & Attachment to the data sheets