

# Data Sheet

## FUJITSU ServiceContract Hardware



### Support Services for IT Software



#### INTRODUCTION

With its Fujitsu ServiceContract Hardware Fujitsu offers maintenance services for hardware to support operational readiness for a predefined period of time. This includes provision of updates / upgrades for BIOS versions, drivers or firmware for download (preventive maintenance) as well as diagnostics and the elimination of hardware errors via repair or replacement (reactive maintenance). Depending on the type of IT hardware and corresponding manufacturer specification, Fujitsu offers such maintenance services at the customer's site (onsite services) or at a Fujitsu service point (off-site services). Various service level options can be selected for onsite services; for selected products, customers can in addition select the proactive support option to enhance the availability of the hardware product.

This data sheet describes the contractually relevant support services; product-specific supplements, if necessary, are defined in a Technical Appendix.

The specific scope of the contracted services is defined together with the supported hardware products in the service offer / schedule provided to the customer.

The use of remote access methods is decisive for efficient service delivery as well as a prerequisite for a Fujitsu ServiceContract Hardware with defined recovery times (see "Prerequisites").

#### FUJITSU SERVICECONTRACT SOFTWARE

ServiceContract Hardware is a product-related service contract. Service and spare part deliveries that are generally available at Fujitsu as standard services, but are not part of the scope of the specifically acquired Fujitsu service product and thus not covered by the service flat rate, will be provided to customer at the customer's request based on a time and material -related fee in accordance with the Fujitsu service / spare part list prices applicable at the time of the respective repair.

ServiceContract Hardware can, unless otherwise explicitly regulated, be purchased at any time during the product's lifecycle until 12 months before the end-of-service for that product. Fujitsu 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 contract period begins on the contractually agreed date and is automatically extended when the minimum service period expires unless the contract is terminated.

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

The minimum contract period is 12 months.

# Services in detail

## OUR SERVICE OFFERING

Support services for hardware comprise the provision of product-specific firmware and software patches, diagnosis of hardware faults and their elimination by repair or replacement. The spare parts used are new or as new. The replaced parts become the property of Fujitsu or of the commissioned authorized service partner.

In addition, dedicated service and country-specific target turn around times apply, which can be looked up in the country overview.

<b>country specific Turn-around Times</b>	Please see details for respective country under <a href="https://ts.fujitsu.com/support-terms">ts.fujitsu.com/support-terms</a>
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Various services can be provided depending on the type of hardware.

## ON-SITE SERVICES

The reported fault will be analyzed by Fujitsu by means of telephone support or remote access. At Fujitsu's 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.

Various service level options can be selected for on-site services including onsite response time or recovery time (see "Options"). The service levels apply for installation locations within a certain distance to an authorized Fujitsu Service point (usually 100km on paved road).

<b>Geographical limitations</b>	Please see details for respective country under <a href="https://ts.fujitsu.com/support-terms">ts.fujitsu.com/support-terms</a>
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For installation locations not meeting the respective limitations, Fujitsu reserves the right to change the onsite response/recovery times and/or charge the additional costs.

Special service levels must be agreed for those installation locations that are difficult to reach (e.g., islands, mountains).

## FOLLOWING SERVICE ELEMENTS ARE NOT COVERED BY THE LUMP SUM SERVICE FLAT RATE (EXCLUSIONS)

Any and all backup or installation of the operating system, the application software, the system configuration and/or any user data is not covered by the lump sum service flat rate. In particular, it is within the sole responsibility of the customer to perform regular and comprehensive backups including the applications and the operating software. The incident-independent installation of BIOS drivers / operating software or firmware updates/upgrades as provided by the manufacturer, remains within the responsibility of the customer. Respective information and downloads are available at: [www.fujitsu.com/fts/downloads](https://www.fujitsu.com/fts/downloads)

Exception: When replacing hard disks in workplace systems (desktops, notebooks), the pre-installed operating system must be re-installed, if made available by the user.

The regular and full data backup, including application and operating system software, is the responsibility of the customer.

## SERVICE LEVELS

The defined onsite response and recovery times apply for on-site services. They start within the agreed service time with the initial call acceptance; time measurement is stopped outside the agreed service time. In other words, the described reaction times can last until the next day which is covered by the service time.

The agreed onsite response and recovery times depend on the selected service option and the severity level of the fault. The severity level of a fault is defined by the customer during call acceptance together with the agent at the Fujitsu Help Desk.

Severity level 1	<b>Critical impairment to operation</b> 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.
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Severity level 2	<b>Significant impairment to operation</b> 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.
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Severity level 3	<b>Moderate impairment to operation</b> 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.
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- CALL ACCEPTANCE**

<b>Call acceptance</b>	To get in contact with Fujitsu Support please see <a href="https://ts.fujitsu.com/servicedesk">ts.fujitsu.com/servicedesk</a>
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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 measurement of the contracted onsite response or recovery times starts with the confirmation of an incident by the Help Desk.

The customer must specify the serial or ID number for the device concerned.

- SERVICE TIME**

The service time is the contractually agreed time period within which the service is provided via remote access or on-site. The standard service time varies between countries.

<b>Standard service time</b>	Please see details for respective country under <a href="https://ts.fujitsu.com/support-terms">ts.fujitsu.com/support-terms</a>
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• **ONSITE 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, Fujitsu differentiates between the following offerings:

- 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.

• **RECOVERY TIME**

The recovery time 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.

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

**HARD DISK RETENTION**

This option of the Fujitsu ServiceContract Hardware is designed for customers who - in a service situation - do not wish to hand over data media (hard disk drives, SSDs, UFM-Devices, SATA-DOMs, DCPMMs or Boot Disk Utilities) with confidential data to Fujitsu or the commissioned authorized service partner. Customers, who purchase a Fujitsu ServiceContract Hardware with this option, are allowed to retain faulty data media that are authorized for service: In this situation, Fujitsu, in contrast to other specifications in this document, does not insist on its ownership right for faulty hard disk drives when supplying a replacement drive.

This option is available for removable data media, only.

The customer retains sole responsibility for protecting confidential data saved on faulty hard disk drive.

**AUTOCALL**

For Fujitsu Data Center Systems Autocall is part of ServiceContract Hardware.

With Autocall, the service-authorized product reports unusual component conditions or component failures automatically to the Fujitsu 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.

Upon initial delivery, the Autocall functionality as a default setting is deactivated.

- For single systems, Autocall has to be set up and activated by the customer.
- For infrastructures with special security requirements, there is the option to operate the Fujitsu Software AIS Connect Support Gateway on one of the servers. This software is capable of collecting and forwarding the messages in a consolidated way to the Fujitsu Service Center. Also this software needs to be setup and activated by the customer.

Setup support may be provided upon request and against additional remuneration.

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<b>Autocall setup</b>	Please see details under <a href="https://ts.fujitsu.com/autocall">ts.fujitsu.com/autocall</a>
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Prerequisite for message processing at Fujitsu is that Customer provides and maintains contact data of a technical contact person at the Customer to handle incidents also at 'out of office' times. The Autocall messages will contain technical data and may to some extent also contain user related personal data. Fujitsu will use any and all such data only for purposes of fault analysis and resolution under the relevant support contract.

Customer is responsible for ensuring the internet connectivity up to the receipt of the message at the Fujitsu Service Center.

**PROACTIVE SUPPORT**

This option of the Fujitsu ServiceContract Hardware is designed to meet the increased customer requirements for system availability and encompasses the following key features:

- Regular inspection of the system event log files hardware and operating system for the planning of necessary actions
- Regular overview of firmware & BIOS versions for the scheduling respective updates
- Presentation and discussion of corrective actions as consequence of the System Health Check (Technical Account Management)

For further details see the related Attachment "Proactive Support for selected Fujitsu Hardware".

## REMOTE SERVICE

Fujitsu may use reliable remote access functions and the automated generation of service request calls (Autocall) which support fast and efficient fault diagnosis and, if necessary, eliminate errors. Remote access to a customer system is only carried out with the customer's approval which can be granted generally or on a case-by-case basis; it usually requires Internet access.

## PREREQUISITES

The following prerequisites apply for the service contract. Should one or more of the prerequisites not be met, the services described can only be provided in a restricted manner or possibly not at all.

- **REMOTE ACCESS**

A defined recovery time in the context of Fujitsu ServiceContract Hardware is based on the assumption that remote access is available for Fujitsu. If the customer does not wish to provide any remote access or this cannot be configured for some other reason, the contractually agreed service levels cannot always be met in all situations.

- **SYSTEM CHANGES**

The Fujitsu ServiceContract Services can only be provided if the customer provides Fujitsu immediately and in writing details of all the modifications to the service-authorized hardware product (e. g. configuration changes, such as additive components, changing the IP, LAN, SAN, NAS configuration, etc.).

## LEGAL INFORMATION / GENERAL TERMS AND CONDITIONS

The product, delivery and service features described above include a final list of the features of the subject of the contract and do not represent a guaranteed quality or declaration thereof in the eyes of the law.

In addition to this data sheet, the following general business terms and conditions of the contracting Fujitsu company apply in the respective local version (see [ts.fujitsu.com/support-terms](https://ts.fujitsu.com/support-terms)):

- "General terms and conditions for hardware and software support services of Fujitsu"

# Options

The following table provides an overview of standard ServiceContract Hardware options. The availability of a specific service level for a specific product depends on the type of product and the associated manufacturer warranty.

For **Client Computing Devices** the following service options are available:

Hardware Support Onsite			HDD Retention
<b>9x5</b>			
NBD / NBD*	4 Std. / NBD*	NBD / NBD*	
Response Time		Recovery Time	
•	•	•	•

For **Data Center Systems** the following service options are available:

Hardware Support Onsite					HDD Retention
<b>9x5</b>			<b>24x7</b>		
NBD / NBD*	4 Std. / NBD*	NBD / NBD*	4 Std. / ND*	24 Std. / NBD*	4 Std. / ND*
Onsite Response Time		Recovery Time	Onsite Response	Recovery Time	
•	•	•	•	•	•


**Remark: \* Severity Levels:**

The onsite response and recovery times listed above designate the service level for severity level 1 / 2-3 faults.

**Legend:**

- Availability depending on product and country
- Explanation of service times:
  - 9x5** Local business hours on local business days except legal public holidays.
  - 24x7** Monday to Sunday including legal public holidays, 24 hours
  - NBD** refers to the next local business day, see also 9x5
  - ND** means Next day
- Proactive Support is available for selected products :

# More information

Fujitsu Portfolio	More information	Copyright
<p>Product Related Services ensure system availability and business continuity of customers' IT systems during all phases of a product's lifecycle. Depending on the criticality of IT systems and processes customers can choose between reactive services and proactive/ preventive services. Product Related Services can be added to both hardware and software product in perfectly tailored packages.</p> <p><b>Fujitsu Portfolio</b> Built on industry standards, Fujitsu offers a full portfolio of IT hardware and software products, services, solutions and cloud offering, ranging from clients to datacenter solutions and includes the broad stack of Business Solutions, as well as the full stack of Cloud offerings. This allows customers to select from alternative sourcing and delivery models to increase their business agility and to improve their IT operation's reliability.</p> <p><a href="http://www.fujitsu.com/global/products/">http://www.fujitsu.com/global/products/</a> <a href="http://www.fujitsu.com/global/services/">http://www.fujitsu.com/global/services/</a></p>	<p>Learn more about Fujitsu, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website <a href="http://www.fujitsu.com/fts/services/support/">http://www.fujitsu.com/fts/services/support/</a></p> <p><b>Fujitsu green policy innovation</b></p> <p>Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to contribute to the creation of a sustainable environment for future generations through IT. Please find further information at <a href="http://www.fujitsu.com/global/about/environment">http://www.fujitsu.com/global/about/environment</a></p> 	<p>All rights reserved, including intellectual property rights. Changes to technical data reserved. Delivery subject to availability. Any liability that the data and illustrations are complete, actual, or correct is excluded. Designations may be trademarks and/or copyrights of the respective manufacturer, the use of which by third parties for their own purposes may infringe the rights of such owner.</p> <p>For further information see <a href="http://www.fujitsu.com/fts/resources/navigation/terms-of-use.html">http://www.fujitsu.com/fts/resources/navigation/terms-of-use.html</a> ©2023 Fujitsu Technology Solutions GmbH</p> <p><b>Disclaimer</b></p> <p>Technical data subject to modification and delivery subject to availability. Any liability that the data and illustrations are complete, actual, or correct is excluded. Designations may be trademarks and/or copyrights of the respective manufacturer, the use of which by third parties for their own purposes may infringe the rights of such owner</p>

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