

Data Sheet

FUJITSU ServiceContract Hardware

Support Services for IT Hardware



INTRODUCTION

Fujitsu offers - with its Fujitsu ServiceContract Hardware - support services for hardware which cover diagnostics and the elimination of hardware errors via repair or replacement. Depending on the type of IT hardware and corresponding manufacturer warranty Fujitsu offers support services at the customer's site (on-site services) or at a Fujitsu service point (off-site services). Various service level options can be selected for on-site services.

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 SERVICECONTACT HARDWARE

ServiceContract Hardware is a product-related service contract supplementing the warranty for the contracted hardware product.

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 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.

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).

Geographical limitations	Please see details for respective country under ts.fujitsu.com/support-terms
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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).

SERVICES NOT INCLUDED IN THE SCOPE OF SUPPORT (EXCLUSIONS)

The contractually agreed support services do not include the backup or installation of the operating system, the application software, the system configuration and the user data. The incident-independent provision and installation of BIOS drivers/operating software or firmware updates/upgrades is the customer's responsibility. Respective information and downloads are available at: 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	Critical impairment to operation 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 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 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.

• Call acceptance

Call acceptance	To get in contact with Fujitsu Support please see ts.fujitsu.com/servicedesk
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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.

Standard service time	Please see details for respective country under ts.fujitsu.com/support-terms
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• Onsite Response time

The onsite response time is the period between call acceptance and the time when an engineer normally arrives at the customer location in general with the diagnosed spare part (where applicable). 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 or DCPMMs) 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.

Autocall setup	Please see details under ts.fujitsu.com/autocall
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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 customers 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 Fujitsu Technology Solutions in the respective local version apply (see 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
	9x5			
	NBD / NBD*	4 h / NBD*	NBD / NDB*	
	Onsite Response Time		Recovery Time	
Client Computing Systems	•	•	•	•

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

Hardware Support Onsite						HDD Retention	
	9x5			24x7			
	NBD / NBD*	4 h / NBD*	NBD / NBD*	4 h / ND*	24 h / NBD*	4 h / ND*	
	Onsite Response Time		Recovery Time	Onsite Response	Recovery Time		
Data Center Systems	•	•	•	•	•	•	

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.
Further details see ts.fujitsu.com/support-terms
- 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

More information

Fujitsu Portfolio

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. What's more? In order to liberate customers from the significant challenges of tighter budgets and ageing equipment Product Related Services can be purchased together with the hardware/ software components on a subscription basis as Hardware as a Service (HaaS).

Fujitsu Portfolio

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.

www.fujitsu.com/global/products/
www.fujitsu.com/global/services/

More information

Learn more about Fujitsu, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website <http://www.fujitsu.com/fts/services/support/>

Fujitsu green policy innovation

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 <http://www.fujitsu.com/global/about/environment>



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