

Support Pack Hardware

Data Sheet

Introduction

With its Support Pack Hardware Fsas Technologies offers maintenance services for hardware to support operational readiness for a predefined period. 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, Fsas Technologies offers such maintenance services at the customer's site (onsite services) or at a Fsas Technologies 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 support services is defined in the Support Pack certificate provided to the customer.

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

Support Pack Hardware

Support Pack Hardware is a product-related service contract for a fixed period and with a onetime upfront remuneration. Service and spare part deliveries that are generally available at Fsas Technologies as standard services, but are not part of the scope of the specifically acquired Fsas Technologies 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 Fsas Technologies service/spare part list prices applicable at the time of the respective repair.

Support Packs can be purchased within 90 days of the product purchase with a contract term of 1 up to 5 years. Before expiry, the service period can be extended (until the maximal contract term of 5 years) by purchasing a corresponding follow-on Support Pack.

The contract period (service period) begins on the exact date when the corresponding hardware product was initially purchased. The service is provided based on a once-only payment to be paid in advance when the Support Pack is purchased and on the service activation according to the "Supplementary terms for Support Packs".

Depending on hardware product and service level, selected Support Packs may be activated in a country other than the country where they were originally purchased (MOVE). For further details regarding the supported service levels and listed countries see ts.fujitsu.com/support-terms.

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 Fsas Technologies or of the commissioned authorized service partner.

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

Country specific Turn-around Times	Please see details for respective country under ts.fujitsu.com/support-terms
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On Site Services

The reported fault will be analysed by Fsas Technologies by means of telephone support or remote access. At Fsas Technologies discretion a service engineer will be scheduled for further onsite 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 Fsas Technologies Service point (usually 100km on paved road).

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, Fsas Technologies 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 entitlements 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: fujitsu.com/fts/downloads.

Service Levels

The defined onsite response and recovery times start within the agreed service time with the Call Acceptance, but earliest with the start date of the contracted Service time; 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.

All Service Levels are targets, and Fsas Technologies makes no warranty or guarantee that these levels will be achieved, unless otherwise agreed.

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 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.

In exceptional cases, when Fsas Technologies's 2nd Level Technical Support team needs to involve 3rd Level Support / Development for resolution, the Service time is interrupted until clarification.

• Call Acceptance

Call acceptance	To get in contact with Fsas Technologies Support please see ts.fujitsu.com/support-terms
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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 Service Desk ("Call Acceptance").

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

• Service Time

The service time is the contractually agreed period within which the service is available. 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

Onsite response time is defined as the time elapsed between Call Acceptance and the arrival of a technician at the customer's location to begin working on the issue. In case the issue does not require onsite response, a remote response, at discretion of Fsas Technologies, can be provided.

Within Onsite Response time, Fsas Technologies 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. Upon scheduling an onsite service slot with the customer, the date is documented in the system of Fsas Technologies and the measurement of the onsite response time is interrupted.

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 Support Pack 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 Fsas Technologies or the commissioned authorized service partner. Customers, who purchase this Support Pack Hardware option, are allowed to retain faulty data media that are authorized for service: In this situation, Fsas Technologies, 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 Fsas Technologies Data Center Systems Autocall is part of Support Pack Hardware.

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.

Upon initial delivery, the Autocall functionality is deactivated (default setting).

- 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 Fsas Technologies 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 Fsas Technologies 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/support-terms

Prerequisite for message processing at Fsas Technologies 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. Fsas Technologies 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 Fsas Technologies Service Centre.

Proactive Support

This option of the Support Pack 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 Support Pack Attachment "Proactive Support for selected Fsas Technologies Hardware".

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 Support Pack Hardware is based on the assumption that remote access is available for Fsas Technologies. 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 Support Pack Services can only be provided if the customer provides Fsas Technologies 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 Fsas Technologies company apply in the respective local version (see ts.fujitsu.com/support-terms):

- "General terms and conditions for hardware and software support services of Fsas Technologies"
- "Supplementary terms for Support Packs "

Options

The following table provide an overview of standard Support Pack options. The availability of a specific service level for a specific product depends on the type of product and the associated manufacturer specifications.

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

Remark:

***Severity Levels:** The remote response times listed above designate the targeted 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 public holidays, 24 hours
 - NBD** Next business day
 - ND** Next day
- Proactive Support is available for selected products.

More information

Fsas Technologies products, solutions & services

In addition to Infrastructure Services Offerings, Fsas Technologies provides a range of platform solutions. They combine reliable Fsas Technologies products with the best in services, know-how and worldwide partnerships.

Fsas Technologies Portfolio

Built on industry standards, Fsas Technologies 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 alternative sourcing and delivery models to increase their business agility and to improve their IT operation's reliability.

Computing Products

www.fujitsu.com/global/products/

Software

www.fujitsu.com/software/

More information

Learn more about Infrastructure Services Offerings, please contact your Fsas Technologies sales representative or Business partner, or visit our website.

<https://www.fsastech.com/en-eu/>

Fsas Technologies green policy innovation

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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Disclaimer

Please note that the data sheet reflects the technical specification with the maximum selection of components for the named system and not the detailed scope of delivery. The scope of delivery is defined by the selection of components at the time of ordering. The product was developed for normal business use.