

# Data Sheet

## FUJITSU Support Pack Software

Support Services for IT Software

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### INTRODUCTION

Fujitsu offers - with its Fujitsu Support Pack Software - support services for selected software products. They comprise the diagnostics of software faults as well as fault elimination via workaround solutions and/or the provision of software corrections if available. Depending on the software product, software versions with new functions are provided at the customer's request.

This data sheet describes the contractually relevant support services; product-specific supplements and information about the lifecycle policy for the product 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.

### Fujitsu Support Pack Software

Support Pack Software is a product-related service contract for a fixed period and with once-only remuneration.

Fujitsu Support Packs can be purchased within 90 days of the product purchase for a contract term of 1 up to 20 years. Before expiry, the service period can be extended (until the maximal contract term of 8 years) by purchasing a corresponding follow-on Support Pack.

The contract period (service period) begins on the exact date when the corresponding software product was initially purchased. The service is provided based on a one-time fee to be paid in advance when the Support Pack is purchased and on the service activation according to the "Supplemental terms for Fujitsu Support Packs".

# Services in detail

## OUR SERVICE OFFERING

The following service scope applies unless otherwise specified in the product-specific Technical Appendix for the respective software product:

- **Technical Support**

Technical support covers the fault acceptance as well as the support for error diagnostics and the provision of potential initial workarounds via phone or remote access. The technical support is delivered remotely.

- **Software Maintenance**

### Software corrections and patches

Software corrections and patches aimed at eliminating faults are provided if they have been made available by the respective software manufacturer. These can be individual patches, patch packages or correction versions depending on the manufacturer. Any necessary specific information is included in the Technical Appendix for the respective software product. Installing software corrections is not part of the contract, but can be commissioned and will be invoiced separately.

### New software versions (updates/upgrades)

Software versions with new functions are released by the respective manufacturer. Any necessary specific information is included in the Technical Appendix for the respective software product. The right of a customer to be supplied with new software versions only exists if this is desired by the manufacturer of the respective software product as part of the latter's product policy. These new versions are provided, when available, for the service-authorized software product and at the request of the customer. Installing new software versions is not part of the contract, but can be commissioned and will be invoiced separately.

## SERVICES NOT INCLUDED IN THE SCOPE OF SUPPORT (EXCLUSIONS)

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

## SERVICE LEVELS

The time starts 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 remote response time depends 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><br>The fault in the service-authorized software 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 | <b>Significant impairment to operation</b><br>The fault in the service-authorized software 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 | <b>Moderate impairment to operation</b><br>The service-authorized software 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**

|                        |   |
|------------------------|---|
| <b>Call acceptance</b> | To get in contact with Fujitsu support please see <a href="https://ts.fujitsu.com/service-desk">ts.fujitsu.com/service-desk</a> |
|------------------------|---|

When the call entitlement has been successfully concluded the call is accepted, a reference number is assigned and processing then continues according to the defined service level. The measurement of the contracted remote response time starts with the confirmation of an incident by the help desk.

The product/license type as well as the ID for the respective software and contract number must be specified in the call.

- **Service time**

The service time is the contractually agreed period in which service is provided on a remote basis. 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> |
|------------------------------|---|

- **Remote response time**

The remote response time designates the time period between call acceptance and when a specialist starts to solve the problem via the phone or remote access. The remote response time begins within the agreed service time after the call has been accepted; the measurement of time is stopped outside the agreed service time. In other words, it can last until the next day which is covered by the service time.

### REMOTE SERVICE

As part of the Support Services Fujitsu provides reliable remote access functions 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**

It is assumed with Fujitsu Support Pack Software services 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 agreed service levels cannot always be met in every situation.

- **System changes**

The Fujitsu Support Pack Software Services can only be provided if the customer provides Fujitsu immediately and in writing with details of all the modifications to the service-authorized software product (e. g. changes to the licensing model). In the event of any extension, the same service option must be agreed as the one in the existing contract.

### 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

<http://www.fujitsu.com/fts/support-local-terms>):

- "General terms and conditions for hardware and software support services of Fujitsu Technology Solutions"
- "Supplemental terms for Fujitsu Support Packs"

# Options

The following table provides an overview of standard service level options. The availability of a specific service level depends on the respective product.

| Service options                               | Support Pack 9x5                                 | Support Pack 24x7                                |
|---|--|--|
| Service time <sup>1)</sup>                    | 9x5  | 24x7   |
| Remote response time *                        | 4 h / NBD  | 4 h / ND   |
| Provision of software corrections and patches | On request and in agreement                      | On request and in agreement                      |
| Provision of new software versions            | According to product specific Technical Appendix | According to product specific Technical Appendix |

## Remark: \* Severity Levels

The remote response times listed above designate the service level for severity level **1 / 2-3** faults

1) Explanation of service times:

**9x5** - Local business hours on local business days except legal public holidays


Further details see <http://www.fujitsu.com/fts/support-local-terms>

**24x7** - Monday to Sunday including legal public holidays, 24 hours

**ND:** Next day

**NBD:** Next business day

# 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><br/>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/">www.fujitsu.com/global/products/</a><br/><a href="http://www.fujitsu.com/global/services/">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><br/>©2020 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> |