INTRODUCTION
The Technical Appendix supplements the Fujitsu "FUJITSU Support Pack Software" and "FUJITSU ServiceContract Software" data sheets and applies to the following software products:

- Commvault Software
- HyperScale X Software

The above products are offered as purchase or rental licenses (later also referred to as Perpetual Software or Software Subscription). Commvault is hereinafter referred to as the "Software Manufacturer".

SERVICE OFFERING
For the above software products, the service offering is as follows:

- ServiceContract Software (Perpetual Software)
- Service time 9x5 and 24x7 or
- Support Pack Software (Software Subscription)
- Service time 24x7

This is a pre-registered Support, which means that registration is performed automatically when you purchase the Support Pack.

The service period for the contractual services always begins with the delivery of the license key of the software product. Purchase of the FUJITSU Support Pack Software for Subscription must be carried out at the time of purchase of the license, and the Fujitsu ServiceContract Software at the time of purchase of the Perpetual Software. Renewal services are only available for Perpetual licenses. In the case that renewal services for Perpetual licenses are purchased at a later stage and/or for a later period, the service fees due for the period between the date of purchase of the software product and the scheduled service start date (period without service coverage) will have to be additionally paid, in spite of the fact that for this period no service coverage existed. The same applies to transition periods during which the Services for the Software Product has been terminated or suspended if and to the extent that such Services are repurchased and resumed at a later date. Fujitsu reserves the right to verify the feasibility of the service provision and to charge an additional fee for the resumption of services for the software product (reinstatement fee) before assuming service responsibility. With Software Subscription, no renewal service can be offered. Here the Software Subscription must be purchased again. All changes shall be made in accordance with the Fujitsu price list valid for the respective period in question.

COOPERATION WITH THE SOFTWARE MANUFACTURER
If no correction or workaround is available to correct a suspected or diagnosed product error or workaround, it will be escalated to the software manufacturer for further diagnosis with the aim of troubleshooting.

Such escalation is only possible for product versions for which software support is generally available in accordance with the software vendor's lifecycle policy.

LIFECYCLE POLICY
The software manufacturer maintains a "Lifecycle Policy" for the software products under which the end of support for the products or product versions that reach the end of their life cycle is announced. Information from the software manufacturer regarding the "Lifecycle Policy" can be found on the Internet on the Commvault website at:

http://services.commvault.com/Support

The customer is responsible for keeping the contractual software products in line with the lifecycle policy of the software manufacturer.

SOFTWARE CORRECTIONS AND PATCHES
Software fixes are referred to by the software vendor as service packs and hotfix updates. Fujitsu strongly recommends that you register through the Commvault Support Portal and complete the Manage my Profile – "Receive Critical Alert Messages" section to receive Commvault Alert Messages. This Commvault Support Portal can be found on the Internet at the following link:

https://ma.commvault.com/Account/Login

NEW SOFTWARE VERSIONS (UPDATES/UPGRADES)
This service is offered for the above software products. The term Update denotes Service Packs, Maintenance Packs and Hotfixes/Patches for the same major version of Commvault Software, e.g. version 10 SP2.

The term Upgrade denotes a functional enhancement and will change the major version of Commvault Software, e.g. version 10 to version 11. For any Upgrade of Commvault Software the assistance of Fujitsu Professional Services is strongly recommended. Updates/Upgrades are made available for download in the Internet by the software manufacturer (see Notes).