INTRODUCTION
The Technical Appendix supplements the datasheet Support Pack Software and is valid for the following software products:
- ETERNUS SF - Storage Foundation

SERVICE OBLIGATION
Customers must purchase and maintain an active Fujitsu hardware support for the ETERNUS system on which the Software is installed in order to receive support for ETERNUS SF as well as Software updates/upgrades and firmware updates.
Software entitlements cannot necessarily be transferred from one System configuration to another.

SERVICE OFFERING
For the above software products the Service Offering is as follows:
- Support Pack Software
- ServiceContract Software
- Service Time 9x5 and 24x7

The standard minimum duration for a new or renewal service contract is 12 months. Contracts may be renewed for a term of less than 12 months to make them co-terminus and facilitate a single common end date for all Service Contracts.
Renewals of Service Contracts for a term of less than 12 months may be permitted on an exception basis.
The contracted service period has to start with the purchase of the software product. The service authorization should be extended before expiration. Customer may reinstate Support Services after a lapsed period following expiration of the original Support Services period. Customer will be required to pay fees for Support Services for the lapsed period as well as the Support Services fees for the go-forward period of Support Services being purchased.
A prolongation of the service authorization should be purchased for all ETERNUS SF licenses with the same duration and level of service.

SERVICE CONTRACT CREDITS
A customer who acquires a new Hardware system through a Trade-In or Tech-Refresh (new hardware purchase) and purchases equivalent or better support service for the new equipment may be eligible to receive a credit for the unused portion of the service contract for the equipment that is being replaced. The credit is equal to the prorated value of the remaining unused portion of the service contract being terminated, based on the value received from the Fujitsu bill to customer and calculated based on the date the equipment is returned. Credit can only be given to the purchasing entity who transacted the support service with Fujitsu.

SOFTWARE CORRECTIONS AND PATCHES
Software corrections for ETERNUS SF are denoted by FUJITSU as Firmware release and Hotfix Updates.
Continued support of systems may require updating to the latest supported Software release.

NEW SOFTWARE VERSIONS (UPDATES/UPGRADES)
This service is offered for the above software products.
The term Update denotes Firmware release, Maintenance Packs and Hotfixes/Patches for the same major version of ETERNUS SF, e.g. Version 16.
The term Upgrade denotes a functional enhancement and will change the major version of ETERNUS SF. For any Upgrade of ETERNUS SF the assistance of Fujitsu Professional Services is strongly recommended.
Updates for entry systems are freely accessible on the Fujitsu support site.
Updates for midrange and high-end systems will be made available on request.
Fujitsu Support Site:
http://support.ts.fujitsu.com

REMOTE SERVICE
It is assumed that remote access is available. 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.

NOTES
FUJITSU provides access to software minor corrections in the Internet as follows:
http://support.ts.fujitsu.com/download/
Updates and upgrades are provided by Fujitsu on request
http://support.ts.fujitsu.com/contact

Contact
FUJITSU Technology Solutions GmbH
Contact: Address: Mies-van-der-Rohe-Strasse 8, 80807 Munich, Germany
E-mail: cic@ts.fujitsu.com
2021-07-08 CEMEAB EN