

Technical Appendix

Solaris for PRIMEPOWER and Fujitsu branded SPARC Enterprise Server

Appendix for the datasheet "ServiceContract Software"

INTRODUCTION

The Technical Appendix supplements the datasheet ServiceContract Software and is valid for the following software products:

- Solaris for PRIMEPOWER
- Solaris for Fujitsu branded SPARC Enterprise Server

ORACLE is hereinafter referred to as the "software manufacturer".

ServiceContract Software Classic is available for the software products with service times 5x9 and 7x24.

SCOPE OF SERVICE

The services described in the ServiceContract Software datasheet are valid.

COOPERATION WITH THE SOFTWARE MANUFACTURER

If there is no correction or workaround available to eliminate a suspected or diagnosed product error, this will be escalated to the software manufacturer (according to the "Lifecycle Policy" described below) for further diagnostics so as to solve the problem.

LIFECYCLE POLICY

The software manufacturer maintains a "Lifecycle Policy" for the software products as part of which the end-of-support is announced for the products or product versions which reach the end of their lifecycle (see Notes).

The services described can only be provided for the current products or for Releases that not yet have reached "Premier Support End" according to the "Lifecycle Policy" of the software manufacturer.

SOFTWARE CORRECTIONS

A software correction (patch, hot fix or single correction) covers the elimination of software errors in current software versions according to the "Lifecycle Policy" of the software manufacturer.

The software corrections are made available in the Internet by the software manufacturer can be requested via the Fujitsu Patch Web Server (see Notes). A Patch Management tool from Fujitsu supports the customer in maintaining his Solaris installation.

NEW SOFTWARE VERSIONS

This service is offered for the above software products in the ServiceContract Software Classic.

After the software manufacturer has released the product, the contract party can request new update versions as far as available via internet from Software manufacturer or via a Service Desk request.

PREREQUISITES

The service for the software products can only be offered for a valid Solaris software license in a current version according to the "Lifecycle Policy" of the software manufacturer.

If support after "Premier Support End" (= end of regular Lifecycle) is requested, an additional Extended Support contract is necessary.

NOTES

According to the "Lifecycle Policy" of the software manufacturer the customer is responsible for the up-to-dateness of the contracted software products.

Information from the software manufacturer about the "Lifecycle Policy", software corrections as well as new software versions is in the Internet as follows:

Patch-Web Server
<http://patches.ts.fujitsu.com>

Solaris Lifecycle Policies
<http://www.oracle.com/us/support/lifetime-support>

Contact

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* (each call 14 ct/min.: the prices for calls made from mobile devices are limited to 42 ct/min.)