

Technical Appendix

EMC NetWorker Software

Appendix to the data sheet "ServiceContract Software"

INTRODUCTION

The Technical Appendix supplements the data sheet ServiceContract Software and is valid for the following software product:

- EMC NetWorker

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

SERVICE OFFERING

For the above software products the service offering is as follows:

- ServiceContract Classic
- Service time 9x5 and 24x7

The contracted service period shall always be deemed to start with the date of purchase of the software product. In case the services are procured 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 shall apply for interim periods during which the services for the software product were canceled or suspended if and insofar such service is procured and taken up again at a later stage. In addition Fujitsu reserves the right to verify the serviceability of the product prior to accepting a service responsibility and to charge additional fees for the resumption of the services for the software product (reinstatement fees). All charges shall be made in accordance with the Fujitsu price list valid for the respective period in question.

COOPERATION WITH THE SOFTWARE MANUFACTURER

If there is no correction or bypass available to eliminate a suspected or diagnosed product error or workaround, this will be escalated to the software manufacturer for further diagnostics so as to solve the problem.

Such escalation is only possible for products where software support is generally available according to the lifecycle policy of the software manufacturer.

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 (EMC "Primary Support Phase").

Information from the software manufacturer about the lifecycle policy can be found in the Internet at the EMC Support Website <https://support.emc.com>.

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

SOFTWARE CORRECTIONS AND PATCHES

Software corrections are denoted by the software manufacturer as Service Packs and Hotfix Updates, and are made available for download in the Internet by the software manufacturer. Fujitsu urgently recommends registering for Technical and Security Advisories provided by the software manufacturer at his support portal (see Notes).

NEW SOFTWARE VERSIONS (UPDATES/UPGRADES)

New software versions are offered for the above listed software products.

After new software versions are released by the software manufacturer, they are made available for download in the Internet by the software manufacturer.

Licenses required for using new software versions can be requested from the software manufacturer by email (see Notes).

NOTES

The software manufacturer provides access to product licensing, Technical and Security Advisories, software corrections and new software versions in the Internet as follows:

EMC Support Website
<https://support.emc.com> (Registration required)

EMC Licensing
 (email contact for requesting licenses for new software versions)
licensing@emc.com

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