

Technical Appendix

Nutanix Software

Appendix to the data sheets "Support Pack- / ServiceContract Software"

INTRODUCTION

The Technical Appendix supplements the data sheets "Support Pack/ServiceContract Software" and is valid for the following software products:

- Nutanix Software (Acropolis, PRISM)

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

Support Pack / ServiceContract Classic are available for the listed software products with service times 9x5 and 24x7 and remote response time 4h.

SCOPE OF SERVICE

Fujitsu HelpDesk covers proof of an End User's entitlement to open a Software support ticket at Nutanix, recording of error messages, and escalating support tickets related to Software to Nutanix Support. Nutanix gets in direct interaction with the End User to resolve Software problems.

RESPONSIBILITY OF THE SOFTWARE MANUFACTURER NUTANIX

Nutanix shall use best efforts to reproduce and diagnose issues, to provide modifications or replacements, including error corrections, bug fixes, patches, work-around procedures and routines in direct interaction with the End User, which address or cure problems or incidents related to the Software.

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.

NEW SOFTWARE VERSIONS

This service is offered for the above software products in the Support Pack- / ServiceContract Software.

The current software release as well as previous software versions can also be loaded directly from Nutanix Web-pages:

<http://www.Nutanix.com>.

Before you use any of the Nutanix software products, please review the End User License Agreements. You will find the EULA at

<http://www.Nutanix.com/eula>.

The Support must be activated at the Fujitsu Portal according to the Support Pack Software certificate.

Problems with License Activation:

If you have any Problems with License Activation, send a Mail to: [Mailto:hotline@Nutanix.com](mailto:hotline@Nutanix.com)

SERVICE PERIOD, REINSTATEMENT

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.

PREREQUISITES

The service for software products can only be offered for current versions according to the "Lifecycle Policy" of the software manufacturer.

NOTES

According to the "Lifecycle Policy" of the software manufacturer the customer is responsible to keep the contracted software products up to date.

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

Nutanix Homepage: <http://www.Nutanix.com>

Nutanix Support Policy:

<https://www.nutanix.com/support-services/product-support/policies>

Published by:

FUJITSU Technology Solutions GmbH

Address: Mies-van-der-Rohe-Str. 8, 80807 Munich, Germany

Website: <http://www.fujitsu.com/fts>

2018-04-20 EN