

Technical Appendix

SecDocs Software

Appendix to the data sheet "ServiceContract Software"

INTRODUCTION

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

- SecDocs Basis
- SecDocs Archiv

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

ServiceContract Classic is available for the software products listed above with service time 9x5.

SCOPE OF SERVICE

The services described in the ServiceContract Software data sheet are valid.

The ServiceContract for SecDocs covers the application of SecDocs and includes in addition a SPOC functionality for the following components:

- Server where SecDocs is running
- Red Hat Enterprise Linux or SUSE Linux Enterprise Server
- Storage systems
- Oracle database 11g

For full support for these additional products separate service contracts have to be signed.

The SPOC functionality covers the following:

Fujitsu will accept calls and diagnose errors for SecDocs and the components listed above, will identify the faulty product and, assuming the products are covered by a service contract, will report these errors to the respective Fujitsu service team or will support the customer for communication with the respective service provider.

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 (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 product versions 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.

Software corrections for SecDocs software are provided during the contract period of the Fujitsu ServiceContract as a complete version. The Software has to be reinstalled.

NEW SOFTWARE VERSIONS

New software versions for SecDocs software are provided on demand during the contract period of the Fujitsu ServiceContract.

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 is available for SecDocs installations where the hardware is released for the used operating system.

The customer has to have a valid Red Hat or SUSE subscription for the system to be found in maintenance.

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

NOTES

The Lifecycle Policy can be found at <http://www.fujitsu.com/de/solutions/business-technology/security/secdocs/> in section "Dokumente"