

# Technical Appendix

## FUJITSU Software Systemwalker

Appendix to the data sheet "ServiceContract Software"

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### INTRODUCTION

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

- Systemwalker Service Catalog Manager

Fujitsu is hereinafter referred to as the "software manufacturer". ServiceContract Software Classic is available with the service time 9x5.

### SCOPE OF SERVICE

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

The following special features apply for products listed above.

### 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.

### LIFECYCLE POLICY

Fujitsu offers restricted support for software versions after their End of Support until the end-of-service is reached. However, escalating suspected or diagnosed product errors to the software manufacturer after the End of Support for the product or product version is not possible and is excluded from the scope of service.

### SOFTWARE CORRECTIONS

A software correction (patch, hot fix or single correction) covers the elimination of software errors in current software versions.

The software corrections can be requested via the Service Desk of Fujitsu.

### NEW SOFTWARE VERSIONS

This service is offered for products listed above.

After release by the software manufacturer, new software versions can requested via the local Fujitsu Sales representative. A data media delivery can also be requested.

### PREREQUISITES

The basis for the conclusion of a service contract is a valid license for a currently supported software version.

### REMARKS

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

Information from the software manufacturer about the "Lifecycle Policy", software corrections as well as new software versions is available in the Internet via the following link:

<http://www.fujitsu.com/global/support/software/life-cycle/>

### CONTACT FOR SUPPORT CALLS

The Fujitsu Service desk for Systemwalker Software is available for customers with valid ServiceContract Software. It can be contacted via the following unique service call number:

Tel. +49 89 3564 80126.

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**Published by**

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Address: Mies-van-der-Rohe-Str. 8, 80807 Munich, Germany  
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2015-06-15 EMEA EN