Technical Appendix
VMware Software

FUJITSU

Appendix to the data sheets "Support Pack Software"

Introduction

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

- VMware ESXi
- VMware HCI Kit (Standard, Advanced, Essentials, Enterprise)
- VMware Site Recovery Manager (Standard, Enterprise)
- VMware vRealize Operations (Standard, Advanced, Enterprise)
- VMware vCloud Suite 2019 (Standard, Advanced, Enterprise)
- VMware vSphere (Standard, Enterprise Plus, Essentials Kit, Essentials Plus Kit, Remote Office Branch)
- VMware vSAN (Standard, Advanced, Enterprise, Enterprise Plus)
- VMWare Cloud Foundation (Standard, Advanced, Enterprise, Starter)
- VMware NSX-T (Professional, Advanced, Enterprise Plus)
- VMware SDDC Manager for vSAN
- VMware vCenter (Foundation, Standard)
- VMware Tanzu Basics Subscription Model*
- VMware Horizon (Standard, Advanced, Enterprise) Subscription Model
- VMware NSX (Professional, Advanced, Enterprise Plus) Subscription Model*

VMware is here and after referred to as the "software manufacturer".

*) Subscription model licenses have defined period of support. They must be repurchased after the expiration date (new license plus Support Pack). The Prolongation Support Packs are not available for such products.

Service Offering

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

Scope of Service

The services described in the Support Pack Software data sheets are valid.

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

New Software Versions

This service is offered for the above listed software products as a SupportPack or ServiceContract Software.

After a new version of the product has been released by the software manufacturer, a reinsurance has been registered, the new software versions can be downloaded from the portal of the Software manufacturer (see Notes).

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.

Prerequistes

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

The use of the software products is subject to the license terms of the software manufacturer which can be found on the website https://www.vmware.com/download/eula.html

The customer agrees and confirms his acceptance to these license terms with his acceptance of the Support Pack Software or ServiceContract Software.

Technical Appendix VMware Software / Appendix to the data sheets "Support Pack Software"

Remote Services

It is assumed that remote access is available. If the customer does not wish to provde any remote access or this cannot be configured for some other reason, the agreed servie levels cannot always be met in ervery situation.

Notes

According to te "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 on the Internet as follows:

VMware Support Portal (registration required)
http://my.vmware.com/

Lifecycle Policy
https://www.vmware.com/support/policies/enterprise-infrastructure.html