

# Technical Appendix

## VMware 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:

- VMware ESXi
- VMware vSphere (Standard, Enterprise, Enterprise Plus)
- VMware vSphere with OPs MA (Standard, Enterprise, Enterprise Plus)
- VMware vSphere Essentials Plus
- VMware vSphere Essentials Plus with VSA
- VMware vCloud Suite (Standard, Advanced, Enterprise)
- VMware vSphere Acceleration Kits
- VMware vCenter
- VMware Horizon Standard
- VMWare vSAN (Standard, Advanced, Enterprise)
- SRM (Standard, Enterprise)
- Remote Office Branch Office (Standard, Advanced)

VMware 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

The services described in the Support Pack/ServiceContract 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. Such escalation is only possible for products where software support is generally available according to the lifecycle policy of the software manufacturer.

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

to the "Lifecycle Policy" of the software manufacturer.

The software corrections are made available in the Internet by the software manufacturer or can be requested via the Fujitsu Service Desk.

### NEW SOFTWARE VERSIONS

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

After a new version of the product has been released by the software manufacturer, the new software versions can be updated in VMware portal (see Notes). The license keys required to use new software versions is then delivered to Customers license Administrator (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 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:

VMware Support Portal (registration required)

<http://my.vmware.com/>

