

Technical Appendix

BROCADE Software

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

INTRODUCTION

The Technical Appendix supplements the data sheets Support Pack and ServiceContract Software and is valid for the following Brocade Management and Add-On software products:

- Integrated Routing
- 10 GB/s FC License
- 10 GB Ethernet License
- InterConnection Link License
- ICL POD Kit
- FICON CUP
- Brocade Network Advisor

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

Support Pack/ ServiceContract Classic is available with service times 9x5 and 24x7.

SCOPE OF SERVICE

The services described in the data sheets for Support Pack and ServiceContract Software 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 version or for previous versions supported according to the "Lifecycle Policy" of the software manufacturer.

SOFTWARE CORRECTIONS

A software correction (Maintenance Release, patch, hot fix or single correction) covers the elimination of software errors in manufacturer. The software corrections can be requested via the Fujitsu Service Desk or downloaded from the Support Portal of Fujitsu.

NEW SOFTWARE VERSIONS

New software version (Platform Releases, Feature Releases) will be made available for the above software products with the Support Pack /ServiceContract .

After the product release by the software manufacturer, the new software versions can be downloaded from the Support Portal of Fujitsu (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) could 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. All charges shall be made in accordance with the Fujitsu price list valid for the respective period in question.

NOTES

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

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

Support Portal

<http://www.fujitsu.com/fts/support/index.html>

(Please select the switch type the software is used for)

Download software is protected by a key that will be provided on request from the technical support team.

Product Lifecycle

<https://www.brocade.com/service-support/index.html>

More information

Fujitsu platform solutions

In addition to Fujitsu Support Services, Fujitsu provides a range of platform solutions. They combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships.

Dynamic Infrastructures

With the Fujitsu Dynamic Infrastructures approach, Fujitsu offers a full portfolio of IT products, solutions and services, ranging from clients to datacenter solutions, Managed Infrastructure and Infrastructure as a-Service. How much you benefit from Fujitsu technologies and services depends on the level of cooperation you choose. This takes IT flexibility and efficiency to the next level.

Computing products

www.fujitsu.com/global/services/computing/

- PRIMERGY: Industrial standard server
- SPARC Enterprise: UNIX server
- PRIMEQUEST: Mission-critical IA server
- ETERNUS: Storage system

Software

www.fujitsu.com/global/services/software/

- Interstage: Application infrastructure software
- Systemwalker: System management software

Services

www.fujitsu.com/global/services/

- Consulting Services
- Application Services
- Managed Infrastructure Services
- Product Support Services

More information

Learn more about Fujitsu Maintenance and Support Services, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website.
<http://www.fujitsu.com/fts/services/support>

Fujitsu green policy innovation

Fujitsu Green Policy Innovation is our worldwide project for reducing burdens on the environment. Using our global know-how, we aim to resolve issues of environmental energy efficiency through IT. Please find further information at:
www.fujitsu.com/global/about/environment/



Copyright

© Copyright 2013 Fujitsu Technology Solution GmbH
Fujitsu, the Fujitsu logo and Fujitsu brand names are trademarks or registered trademarks of Fujitsu Limited in Japan and other Countries. Other company, product and service names may be trademarks or registered trademarks of their respective owners.

Disclaimer

Technical data subject to modification and delivery subject to availability. Any liability that the data and illustrations are complete, actual or correct is excluded. Designations may be trademarks and/or copyrights of the respective manufacturer, the use of which by third parties for their own purposes may infringe the rights of such owner.

Contact

FUJITSU Technology Solutions GmbH
Address: Mies-van-der-Rohe-Strasse 8, 80807 Munich, Germany
E-mail: cic@ts.fujitsu.com
Website: <http://www.fujitsu.com/fts>
2013-12-01 CEMEA&I EN