

Technical Appendix

Red Hat Enterprise Linux

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

INTRODUCTION

The Technical Appendix supplements the data sheets Fujitsu Support Pack Software and ServiceContract Software and is valid for the following software product:

- Red Hat Enterprise Linux
- Red Hat Enterprise Linux add-on products
- Red Hat Enterprise Linux for SAP Application
- Red Hat Enterprise Linux for SAP Solution

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

Support Pack Software and ServiceContract Software are available for Red Hat Enterprise Linux with the service times 9x5 and 24x7.

SCOPE OF SERVICE

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

COOPERATION WITH THE SOFTWARE MANUFACTURER

If there is no correction or workaround available to eliminate a suspected or diagnosed product error, this will be escalated to the software manufacturer (according to the "Lifecycle Policy" described below) for further diagnostics so as to solve the problem.

As a result of using Open Source software, error elimination cannot be promised in a binding manner. Consequently, a contractual obligation to that effect does not exist. However, a solution is prepared for the customer within the contractually agreed SLAs.

LIFECYCLE POLICY

The software manufacturer maintains a "Lifecycle Policy" for Red Hat Enterprise Linux within which the various support phases are described for the products or product versions (Production 1, Production 2, Production 3 - End of Regular Lifecycle, Extended 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 are made available via the Internet by the software manufacturer (see Notes). The customer can download corrections and upgrades based on his Red Hat Enterprise Linux Subscription.

NEW SOFTWARE VERSIONS

If a new version of the product has been released by the software manufacturer, the new software versions can be downloaded via the Internet pages of the software manufacturer (see Notes) based on the Red Hat Enterprise Linux Subscription.

PREREQUISITES

The service is only available for software installed on released Fujitsu Servers.

The service is provided for the current versions according to the "Lifecycle Policy" of the software manufacturer.

The customer has to have a valid OEM Red Hat Enterprise Linux Subscription (and the additional add-on subscriptions as required) for the system in place.

If the service is to be provided beyond the End of Production 3 phase (=End of the regular Lifecycle), an Extended Lifecycle Support (ELS) Subscription must be purchased in addition to the OEM Red Hat Enterprise Linux Subscription.

NOTES

Support is provided in German and English.

The customer is responsible for keeping the contracted software products in-line with the lifecycle policy of the software manufacturer.

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

Red Hat Download Portal (RHN)

<https://access.redhat.com/errata/>

<https://access.redhat.com/downloads/>

Red Hat Subscription Management

<http://rhn.redhat.com/>

Red Hat "Lifecycle Policy"

<https://access.redhat.com/support/policy/updates/errata/>

Contact

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