

Technical Appendix

SUSE Linux Enterprise Server

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:

- SUSE Linux Enterprise Server
- SUSE Linux Enterprise Server for SAP
- SUSE Manager
- SUSE HPC

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

Support Pack Software and ServiceContract Software Classic are available for SUSE Linux Enterprise Server and SUSE HPC with the service times 9x5 and 24x7.

SUSE Linux Enterprise Server for SAP and SUSE Manager are only available with service times 24x7.

SCOPE OF SERVICE

The services described in the 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 SUSE Linux Enterprise Server within which the various support phases are described for the products or product versions (General Support, Extended Support) (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 - based on his SUSE Subscription - download the corrections and upgrades in the general support phase or - with an additional "Long Term Support" - also in the extended support phase.

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 SUSE Subscription.

PREREQUISITES

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

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

The customer has to have a valid SUSE subscription for the system in place.

If the service is to be provided after the end of the general support phase (= end of the regular lifecycle), a "Long-Term Service Pack Support" must be signed in addition to the SUSE Subscription.

NOTES

Support is provided in German and English.
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:

SUSE Support Portal

<http://www.suse.com/support/>

SUSE Download Portal

<http://download.suse.com/>

SUSE "Lifecycle Policy"

<https://www.suse.com/support/policy.html>

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>

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