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 Enterprise Plus with OPs MA
- VMware vSphere Essentials Plus
- VMware vRealize Suite 2017 (Standard, Advanced, Enterprise)
- VMware vCloud Suite (Standard, Advanced, Enterprise)
- VMware vCenter
- VMware Horizon Suite (Standard, Advanced, Enterprise)
- VMware vSAN (Standard, Advanced, Enterprise)
- VMware Virtual SAN 5 for Desktop (Standard, Advanced, Enterprise)
- Remote Office Branch Office (Standard, Advanced)
- VMware Virtual SAN 6 for ROBO
- SRM (Standard, Enterprise)
- VMware NSX (Standard, Advanced, Enterprise)
- VMware NSX for Desktop (Advanced, Enterprise)
- VMware vRealize Network Insight (Advanced, Enterprise)
- VMware Cloud Foundation (Basic, Standard, Advanced, Enterprise)

VMware is hereinafter referred to as 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.

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

SERVICE PERIOD, RESTATEMENT
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/

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