Technical Appendix
ETERNUS Snapshot Manager

Appendix to the data sheet "FUJITSU Support Pack Software"

INTRODUCTION
The Technical Appendix supplements the datasheet Support Pack Software and is valid for the following software products:
- ETERNUS Snapshot Manager

SERVICE OFFERING
For the above software products the service offering is as follows:
- Support Pack Software
- Service Time 9x5 and 24x7

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 if 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.

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 development for further diagnostics so as to solve the problem.
Such escalation is only possible for product versions where software support is generally available according to the lifecycle policy of FUJITSU.

LIFECYCLE POLICY
FUJITSU 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.
Information from FUJITSU about the lifecycle policy can be found in the Internet at
http://www.fujitsu.com/fts/products/computing/storage/software/esm

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

SOFTWARE CORRECTIONS AND PATCHES
Software corrections for ETERNUS Snapshot Manager are denoted by FUJITSU as Service Packs and Hotfix Updates (see next chapter).

NEW SOFTWARE VERSIONS (UPDATES/UPGRADES)
This service is offered for the above software products.
The term Update denotes Service Packs, Maintenance Packs and Hotfixes/Patches for the same major version of ETERNUS Snapshot Manager, e.g. version 10 SP2.
The term Upgrade denotes a functional enhancement and will change the major version of ETERNUS Snapshot Manager, e.g. version 10 to version 11. For any Upgrade of ETERNUS Snapshot Manager the assistance of Fujitsu Professional Services is strongly recommended.
Updates/Upgrades are made available for download in the Internet by the software manufacturer (see Notes).

REMOTE SERVICE
It is assumed that remote access is available. If the customer does not wish to provide any remote access or this cannot be configured for some other reason, the agreed service levels cannot always be met in every situation.

NOTES
FUJITSU provides access to software corrections and new software versions in the Internet as follows:

ETERNUS Snapshot Manager Support Portal
(Login/Registration details provided with initial ESM delivery)
https://ma.commvault.com/Account/FujitsuLogin

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/

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 * (each call 14 ct/min.: the prices for calls made from mobile devices are limited to 42 ct/min.)