FUJITSU

Technical Appendix
ETERNUS CS200c Software

Appendix for the data sheet "FUJITSU Support Pack Software"

INTRODUCTION

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

- ETERNUS CS200c Software

SERVICE OFFERING

For the above software product 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. 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/data-protection/cs200c
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 CS200c Software 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 CS200c Software.
The term Upgrade denotes a functional enhancement and will change the major version of ETERNUS CS200c Software, e.g. version 10 to version 11. For any Upgrade of ETERNUS CS200c Software the assistance of Fujitsu Professional Services is strongly recommended. Updates/Upgrades are made available for download in the Internet by FUJITSU (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 information about software corrections and new software versions in the Internet as follows:

ETERNUS CS200c Support
http://support.ts.fujitsu.com