FUJITSU

Technical Appendix
Fujitsu OpenFT(WIN/Unix/Linux)and OEM VERITAS InfoScale Storage

Appendix for the data sheet "ServiceContract Software"

INTRODUCTION
The Technical Appendix supplements the data sheet ServiceContract Software and is valid for the following software products:
- OEM VERITAS InfoScale Storage (SPARC)
- Fujitsu OpenFT(WIN/Unix/Linux)

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

SERVICE OFFERING
For the above software products the service offering is as follows:
- ServiceContract
- 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 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.
Such escalation is only possible for products where software support is generally available according to the lifecycle policy of the software manufacturer.

LIFECYCLE POLICY
The software manufacturer 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 the software manufacturer about the lifecycle policy can be found
- for VERITAS InfoScale at the VERITAS Website www.veritas.com/licensing/policies. Lifecycle dates for individual products/versions can be found at https://sort.veritas.com
- for Fujitsu OpenFT at http://docs.ts.fujitsu.com/dl.aspx?id=3f2d898f-c9c9-444b-ac21-35355ed6fecb.

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

SOFTWARE CORRECTIONS AND PATCHES
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 can be ordered via the Fujitsu Service Desk or for VERITAS InfoScale additionally at Fujitsu Patch Web Server. Access to Patch Web Server can be requested from your Fujitsu sales representative.

NEW SOFTWARE VERSIONS (UPDATES/UPGRADES)
This service is offered for the above software products for the ServiceContract Software.
After the product has been released by the software manufacturer, the delivery of the new software versions can then be requested via the Fujitsu Service Desk.
For Fujitsu OpenFT the contract parties are notified about new update versions - usually electronically. The delivery of the new software versions can then be requested.