

Data Sheet

FUJITSU Support Pack Hardware

Maintenance Services for IT Hardware



INTRODUCTION

Fujitsu offers - with its Fujitsu Support Pack Hardware - support services for hardware which cover diagnostics and the elimination of hardware errors via repair or replacement. Depending on the type of IT hardware und corresponding manufacturer warranty Fujitsu offers on-site support services at the customer's or at a Fujitsu service point (off-site services). Various service level options can be selected for on-site services.

This data sheet describes the contractually relevant support services; product-specific supplements, if necessary, are defined in a Technical Appendix.

The specific contracted support services are delivered according to the service scope defined in the Support Pack certificate for the correspondingly listed hardware products.

The use of remote access methods is decisive for efficient service delivery as well as a prerequisite for a Fujitsu Support Pack Hardware with defined recovery times (see "Prerequisites").

FUJITSU SUPPORT PACK HARDWARE

Support Pack hardware is a product-related service contract for a fixed period and with once-only remuneration which supplements the manufacturer warranty. The contract period (service period) begins on the exact date when the corresponding hardware product was initially purchased. The service is provided based on a once-only payment to be paid in advance when the Support Pack is purchased and when the service is activated according to the "General terms & conditions for Fujitsu Hardware and Software Support Packs".

Fujitsu Support Packs hardware can be purchased within 90 days of the product purchase for a contract period of 24, 36, 48 or 60 months. Before expiry, the service period can be extended (until the declared end-of-service for the respective product) by purchasing a corresponding follow-on Support Pack for 12 months if available for the specific product.

Services in detail

OUR SERVICE OFFERS

Various services can be provided depending on the type of hardware:

- **Bring-In Service**

The customer issues a call to the Fujitsu Help Desk. If a remote fix is not possible and the hardware must be repaired, the customer brings the faulty device to a qualified service point (service partner or repair centre). The Bring-In Service includes the provision of all spare parts as well as the labour costs but not the transport to and from the service point. The repair work is carried out in the repair centre. When the repair work has been completed, the customer is notified that the device is ready for collection.

- **Send-In & Return Service**

The customer issues a call to the Fujitsu Help Desk. If a remote fix is not possible and the hardware must be repaired, the customer brings the faulty device to a qualified service point (service partner or repair centre). The transport and insurance costs are borne by the customer. The Send-In Service includes the provision of all spare parts, the labour costs and the return-to-sender postage costs for the device.

- **Collect & Return Service**

The customer issues a call to the Fujitsu Help Desk. If the fault cannot be solved by the Help Desk engineer on the phone, the customer is given a repair order number. One of our transport partners then organizes the collection. The faulty unit is collected at the customer's address (if not otherwise agreed, at the main entrance). The faulty unit must be packed by the customer using suitable packaging and before collection. When the repair has been completed in a Fujitsu repair centre, the product is returned to the customer.

- **Door-to-Door or Desk-to-Desk Service**

The customer issues a call to the Fujitsu Help Desk. If the fault cannot be solved by the Help Desk engineer on the phone, the faulty product is replaced with a comparable product. The faulty unit is collected from the customer's address (if not otherwise agreed, at the main entrance); a replacement is delivered to the same address. Door-to-Door Service includes, on request, an upgrade to Desk-to-Desk Service (if available locally); i.e. the replacement device is delivered direct to the user's desk.

- **On-site Services**

The reported fault is analyzed. If necessary, the diagnosed technical problem is solved, if possible via remote access or otherwise by an on-site service engineer. If a hardware component fails, the operational readiness is ensured by replacing or repairing the faulty part. The spare parts used are new or as-new. The replaced parts become the property of Fujitsu or of the commissioned authorized service partner.

Various service level options can be selected for on-site services including response time and/or recovery time (see "Options"). The service levels

- Response time NBD,
- Response time 4 hrs and
- Recovery time 4/8 hrs (if available in the local country)

are available under the terms described for installation locations which are within a maximum 50 km from an authorized Fujitsu service point. Also the service is limited to Denmark only and for islands with fixed

connection (bridge) to the main land.

For those installation locations more than 50 km from an authorized Fujitsu service point, Fujitsu reserves the right to change the response/recovery times and/or charge the additional costs (travel time and travel cost). Special service levels must be agreed for those installation locations that are difficult to reach (e.g. islands). Global Support Packs are available for defined products.

SERVICES NOT INCLUDED IN THE SCOPE OF SUPPORT (EXCLUSIONS)

The contractually agreed support services do not include the backup or installation of the operating system, the application software nor the system and user data.

Exception: When replacing hard disks in workplace systems (desktops, notebooks), the pre-installed operating system will be re-installed, if made available by the user.

The regular and full data backup, including application and operating system software, is the responsibility of the customer.

Also excluded from service obligations are:

- Equipment and components without Fujitsu manufacturing number or purchases from a non Fujitsu reseller.
- Components /equipments installed afterwards the purchase of a Support Pack.
- Errors that relates to wrong installation of HW/SW or installations not following the HW/SW vendors descriptions or rules regarding dimensioning.
- Intervention and/or changes that does not follow the vendors instruction or specification
- Delivery and exchange of accessories (e.g. data media), wearing parts (e.g. rechargeable batteries, battery backup unit (BBU), print heads, screen/picture tubes) and other accessories.
- Cost related to repair due to damaged caused by violence, vandalism, fire, water, unstable electricity supply, lightning, lack of ventilation / cooling or any other physical effects wherefore the customer is responsible.
- Moreover damages caused by negligence of the customer, his staff or third parties

SERVICE LEVELS

The defined response times apply for on-site services. They start within the agreed service time with the initial call acceptance; time measurement is stopped outside the agreed service time. In other words, response times can last until the next day which is covered by the service time.

The agreed response times depend on the selected service option. Fujitsu reserves the right, by own decision, to send out customer replaceable parts (CRU) for self service no matter the type of Support Pack purchased.

- **Call acceptance**

Call acceptance is either 9 hours (8-17) on normal working days (with exception of May 1st, June 5th, December 24th and December 31st) or 24 hours a day including Sundays and public holidays depending of type of Support Pack. Calls can also be sent 24*7 via the Internet. When the call entitlement and pre-clarification phase has been successfully concluded, the fault is accepted, a reference number is assigned and the fault is then processed according to the defined service level.

The measurement of the contracted response or recovery times starts with the confirmation of an incident by the help desk. The customer must specify the serial or ID number for the device concerned and full contact details.

Call acceptance	To get in contact with Fujitsu support please see www.fujitsu.com/global/support The relevant contact details are available by choosing the respective product line and country. For all services except 24*7 should be placed in Fujitsu Service Desk at +45 7222 4646 For service in extended hours (24*7) use the provided number.
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- **Service time**

The service time is the contractually agreed time period within which the service is provided via remote access or on-site. The standard service time is 8-17 on normal working days (with exception of May 1st, June 5th, December 24th, December 31st and local public holidays).

- **Response time**

The response time is the period between call acceptance and the time when an engineer normally arrives at the customer location with the diagnosed spare part (where applicable). The measurement of response time is interrupted outside agreed service times. The response time does not apply in those situations where a fault can be eliminated remotely.

Troubleshooting continues until the IT infrastructure is operational again or until suitable progress has been made in solving the problem. Work can be stopped for a time if additional parts or resources are required, but is restarted as soon as they are available.

RECOVERY TIME

The recovery time is the period between call acceptance and the time when a service engineer normally recovers the operational readiness of the hardware that has been identified as faulty. The measurement of the recovery time is interrupted outside the agreed service time. The recovery time does not include the time required to recover data and/or install the software, operating system or corresponding updates and/or the recovery of customer-specific configuration.

HARD DISK RETENTION

This option of the Fujitsu Support Pack Hardware is designed for customers who - in a service situation - do not wish to hand over data media (hard disk drives or SSDs) with confidential data to Fujitsu or the commissioned authorized service partner. Customers, who purchase this Fujitsu Support Pack Hardware option, are allowed to retain faulty hard disk drives that are authorized for service: In this situation, Fujitsu, in contrast to other specifications in this document, does not insist on its ownership right for faulty hard disk drives when supplying a replacement drive.

The customer retains sole responsibility for protecting confidential data saved on faulty hard disk drive.

REMOTE SERVICE

As part of the Support Services Fujitsu provides reliable remote access functions which support fast and efficient fault diagnosis and, if necessary, eliminate errors. Remote access to a customer system is only carried out with the customer's approval which can be granted generally or on a case-by-case basis; it usually requires Internet access.

PREREQUISITES

The following prerequisites apply for the Support Pack. Should one or more of the prerequisites not be met, the services described can only be provided in a restricted manner or possibly not at all.

- **Remote access**

It is assumed with Fujitsu Support Pack with a defined recovery time that remote access is available for Fujitsu. If the customer does not wish to provide any remote access or this cannot be configured for some other reason, the contractually agreed service levels cannot always be met in all situations.

- **Feasibility check**

A feasibility check is carried out by Fujitsu before a Fujitsu Support Pack with defined recovery times is signed. As a result of this check Fujitsu is - where applicable - to make proposals for changes to the user's environment, unless all prerequisites for adhering to the recovery times are met. These proposals are made in writing. The Fujitsu service obligation only exists when the feasibility check has been successfully completed and when all of the above prerequisites have been met.

- **System changes**

The Fujitsu Support Pack Services can only be provided if the customer provides Fujitsu immediately and in writing details of all the modifications to the service-authorized hardware product (e. g. configuration changes, such as additive components, changing the IP, LAN, SAN, NAS configuration, etc.). In the event of any extension, the same service option must be agreed as the one in the existing contract.

LEGAL INFORMATION / GENERAL TERMS AND CONDITIONS

The product, delivery and service features described above include a final list of the features of the subject of the contract and do not represent a guaranteed quality or declaration thereof in the eyes of the law.

In addition to this data sheet, the following general business terms and conditions of Fujitsu Technology Solutions apply:

"General terms & conditions for Fujitsu Hardware and Software Support Packs"

"Supplemental terms & conditions for Fujitsu Software Support Packs"

OPTIONS

The following table provides an overview of standard Support Pack options. The availability of a specific service level for a specific product depends on the type of product, the associated manufacturer warranty and the availability in the local country.

Infrastructure Products	Offsite Service			Onsite Service				HDD Retention option available	
	Bring-In	Collect & Return	Desk-to-Desk	Onsite Service without Response Time	9x5 ¹⁾				
			or Door-to-Door		SBD ²⁾	NBD ²⁾	4 h		NBD ²⁾
				Onsite Response Time		Recovery Time ³⁾			
Workplace Systems	●			●	●	●	●	●	

Infrastructure Products	Onsite Service without Response Time	Onsite Service								HDD Retention option available
		9x5 ¹⁾				24x7 ¹⁾				
		SBD ²⁾	NBD ²⁾	4 h	NBD ²⁾	4h	24 h	8 h	4 h	
		Onsite Response Time		Recovery Time ³⁾	Onsite Response Time	Recovery Time ³⁾				
Servers & Storage	●	●	●	●	●	●	●	●	●	●

Legend:

● Availability depending on product and country

1) Explanation of service times:

9x5 - Local business days and local business hours except legal public holidays and specified dates

24x7 - Monday to Sunday including legal public holidays, 24 hours

2) NBD refers to the next Fujitsu business day, e.g. Monday to Friday except legal holidays and specified dates.

SBD denotes the next but one Fujitsu business day (SBD).

3) Availability subject to a feasibility check