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 and corresponding manufacturer warranty Fujitsu offers support services at the customer's site (on-site services) 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 scope of the contracted support services is defined in the Support Pack certificate provided to the customer.

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.

Fujitsu Support Packs can be purchased within 90 days of the product purchase with a contract term of 1 up to 5 years. Before expiry, the service period can be extended (until the maximal contract term of 5 years) by purchasing a corresponding follow-on Support Pack.

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 on the service activation according to the "Supplemental terms for Fujitsu Support Packs".

Depending on hardware product and service level, selected Support Packs may be activated in a country other than the country where they were originally purchased.

Services in detail

OUR SERVICE OFFERING

Support services for hardware comprise the diagnosis of hardware faults and their elimination by repair or replacement. 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 services can be provided depending on the type of hardware:

- **Bring-In Service**

The reported fault will be analyzed by Fujitsu. If a remote fix is not possible and the hardware has to be repaired, the customer is requested to bring the defective device to a qualified service point (service partner or repair center). When the repair work is completed, the customer is notified that the device is ready for collection.
The Bring-In service includes the provision of all required spare parts as well as the related labor costs but not the transport to and from the service point.

- **Send-In & Return Service**

The reported fault will be analyzed by Fujitsu. If a remote fix is not possible and the hardware has to be repaired, the customer is requested to send the defective device to a qualified service point (service partner or repair center). The transport and insurance costs have to be borne by the customer. The customer is responsible for adequate packaging to protect the defective device.
The Send-In & Return service includes the provision of all required spare parts, the related labor costs and the return postage for the device to the sender or to any other address within the country in which the service point is located.

- **Collect & Return Service**

The reported fault will be analyzed by Fujitsu. If a remote fix is not possible and the hardware has to be repaired, the defective device will be collected from the customer and brought to a qualified service point (service partner or repair center) for repairs. The respective collect and return procedure may differ from country to country.
The collection is realized either

- by a pick-up by one of Fujitsu's repair logistics providers. The defective device will be collected from the customer's address (at the main entrance, if not otherwise agreed). The customer has to adequately package the defective device before collection unless he has been advised by the help desk that the logistics provider will use its own transit boxes to transport the device.
- or by a waybill / prepaid delivery label for the customer to coordinate the collection at his discretion. The customer has to adequately package the defective device before collection.

After completion of the repair the device will be returned to the customer's premises.

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

The reported fault will be analyzed by Fujitsu. If a remote fix is not possible and the hardware is defective, it will be replaced by an equivalent. The defective device will be picked up from the customer's address (at the main entrance) and at the same time a new equivalent is delivered to the same address.
The Desk-to-Desk service implies that the replacement unit is delivered directly to the user's desk.

- **On-site Services**

The reported fault will be analyzed by Fujitsu by means of telephone support or remote access. At Fujitsu`s discretion a service engineer will be scheduled for further on-site diagnosis and solution as necessary to resolve the diagnosed problem. In case of a hardware failure, the operational readiness will be restored by replacing or repairing the defective part at the installation location.

Various service level options can be selected for on-site services including onsite response time or recovery time (see "Options"). The service levels apply for installation locations within a certain distance to an authorized Fujitsu Service point (usually 100km).

Geographical limitations	Please see details for respective country under http://www.fujitsu.com/fts/support-local-terms

For installation locations not meeting the respective limitations, Fujitsu reserves the right to change the onsite response/recovery times and/or charge the additional costs.
Special service levels must be agreed for those installation locations that are difficult to reach (e.g. islands, mountains).

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 must 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.

SERVICE LEVELS

The defined onsite response and recovery 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, the described reaction times can last until the next day which is covered by the service time.

The agreed onsite response and recovery times depend on the selected service option and the severity level of the fault. The severity level of a fault is defined by the customer during call acceptance together with the agent at the Fujitsu Help Desk.

Severity level 1	**Critical impairment to operation** The fault in the service-authorized hardware product causes serious impairment to the customer's business processes through stand-still or total failure of the system. A bypass is not possible.
Severity level 2	**Significant impairment to operation** The fault in the service-authorized hardware product results in considerable impairment to the operability of business processes, essential applications or to the system. A bypass is not possible with reasonable efforts.
Severity level 3	**Moderate impairment to operation** The service-authorized hardware product is functioning with moderate impairment to the performance of business processes. The fault may be temporarily circumvented using an available workaround; the delay in fault elimination is acceptable.

- **Call acceptance**

Call acceptance	To get in contact with Fujitsu Support please see **ts.fujitsu.com/servicedesk**

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 onsite 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.

- **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 varies between countries.

Standard service time	Please see details for respective country under http://www.fujitsu.com/fts/support-local-terms

- **Onsite Response time**

The onsite response time is the period between call acceptance and the time when an engineer normally arrives at the customer location in general with the diagnosed spare part (where applicable). The measurement of the onsite response time is interrupted outside agreed service times. The onsite 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 service contract. 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**

A defined recovery time in the context of Fujitsu Support Pack Hardware is based on the assumption that remote access is available for Fujitsu. If the customers 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.

- **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.).

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 in the respective local version apply (see http://www.fujitsu.com/fts/support-local-terms):
- "General terms and conditions for hardware and software support services of Fujitsu Technology Solutions "
- "Supplemental terms for Fujitsu 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 and the associated manufacturer warranty.

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

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

Remark: The onsite response and recovery times listed above designate the service level for severity level 1 faults.

Legend:
- ● Availability depending on product and country

1) Explanation of service times:
   9x5 - Local business hours on local business days except legal public holidays.
   Further details see http://www.fujitsu.com/fts/support-local-terms
   24x7 - Monday to Sunday including legal public holidays, 24 hours

2) NBD refers to the next local business day, see also 9x5
   2BD denotes the second local business day

More information

Fujitsu products, solutions & services

Products
www.fujitsu.com/global/products/
In addition to the Fujitsu Support services, Fujitsu offers a full portfolio of other computing products.

Computing products
- Storage systems: ETERNUS®
- Server: PRIMERGY®, PRIMEQUEST®, Fujitsu SPARC® M10, BS2000®/OSD Mainframe
- Client Computing Devices: LIFEBOOK®, STYLISTIC®, ESPRIMO®, FUTRO®, CELSIUS®
- Peripherals: Fujitsu Displays, Accessories
- Software
- Network

Product Support Services with different service levels agreements are recommended to safeguard each product and ensure smooth IT operation.

Solutions
http://www.fujitsu.com/global/solutions
The Fujitsu solutions combine reliable Fujitsu products with the best in services, know-how and worldwide partnerships. Fujitsu's Solutions include parts of one or more activity groups (e.g., planning, implementation, support, management, and training services) and are designed to solve a specific business need.
Infrastructure Solutions are customer offerings created by bringing Fujitsu's best products, services and technologies together with those from partners to deliver benefit to our customers' businesses.
Industry Solutions are tailored to meet the needs of specific verticals.
Business and Technology Solutions provide a variety of technologies developed to tackle specific business issues such as security and sustainability, across many verticals.

Services
www.fujitsu.com/global/services/
Several customizable Fujitsu Service offerings ensure that IT makes a real difference and delivers true business value. We do this by leveraging our extensive experience in managing large, complex, transformational IT programs to help clients in planning, delivering and operating IT services in a challenging and changing business environment.

Application Services support the development, integration, testing, deployment and on-going management of both custom developed and packaged applications. The services focus on delivering business and productivity improvements for organizations.
Business Services respond to the challenge of planning, delivering and operating IT in a complex and changing IT environment.
Managed Infrastructure Services enable customers to deliver the optimal IT environment to meet their needs – achieving high levels of IT service quality and performance for data center and end user environments.

Fujitsu green policy innovation

www.fujitsu.com/global/about/environment/
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.

More information

Learn more about Fujitsu, please contact your Fujitsu sales representative, Fujitsu business partner, or visit our website
http://www.fujitsu.com/fts/services/support/

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