

FUJITSU Cloud Service K5 – Software Support Description

January 23, 2017

1. Supported Software Programs

The software programs supported by this Software Support according to the terms of this Software Support Description ("Supported Software Programs") are the software programs listed in Attachment 1 ("Standard Support Software Programs") and the software programs listed in Attachment 2 ("Limited Support Software Programs"). Fujitsu provides the software support according to the description in Section 2 of this Software Support Description for Standard Support Software Programs ("Standard Support") and provides the software support according to the description in Section 3 of this Software Support Description for Limited Support Software Programs ("Limited Support").

2. Standard Support

(1) Provision of support

- a. The Customer may choose to receive Standard Support for the Standard Support Software Programs and/or to change the level of Standard Support by performing the prescribed operations in Fujitsu Environment described in Attachment 1.
- b. After the Customer has chosen to receive Standard Support in Fujitsu Environment or to change the level of Standard Support, it will take up to five working days before the new or changed support level takes effect and the Customer can submit an inquiry at the new or changed support level.
- c. To terminate Standard Support, the Customer is required to perform operations in Fujitsu' Environment according to the terms described in Attachment 1.
- d. For some Standard Support Software Programs, it is mandatory for the Customer to procure Standard Support. Please refer to the Documentation for more details and follow the guidance in the Documentation.

(2) Details of support

The details of the Standard Support that Fujitsu provides to the Customer are set out in the following section:

- a. Troubleshooting support
 - I. Fujitsu will take inquiries in relation to Standard Support Software Programs on aspects described in Items i. and ii. below via phone or Email. Fujitsu will then respond by phone. All communication shall be conducted in the English language. The Customer is required to make such inquiry by indicating Contract number issued by Fujitsu for use of Standard Support to the Customer.
 - i. Inquiries related to configuration details and the method of operation for Standard Support Software Programs
 - ii. Inquiries related to trouble investigation or circumventing problems when Standard Support Software Program does not work properly
 - II. Fujitsu will offer measures to circumvent a problem described in (I. ii.) above in an attempt to solve the problem. If Fujitsu considers that a program fix, which may be effective in resolving the problem, is available for the software program, Fujitsu will supply it.

(3) Support hours

Standard Support is offered during the following hours:

- a. The hours for support provided in relation to Section (2) a. above are as follows:
 - I. The hours for receiving phone inquiries are shown in Attachment 1 for each Standard Support Software Program.
 - II. The hours for receiving email inquiries are 24 hours a day.
 - III. The hours for responding to inquiries are described in Attachment 1 for each Standard Support Software Program.

3. Limited Support

(1) Provision of support

- a. The Customer may choose to receive Limited Support for the Limited Support Software Programs and/or to change the level of Limited Support by performing the prescribed operations in Fujitsu Environment described in Attachment 2.
- b. After the Customer has chosen to receive Limited Support in Fujitsu Environment or to change the level of Limited Support, it will take up to five working days before the new or changed support level takes effect and the Customer can submit an inquiry at the new or changed support level.
- c. To terminate Limited Support, the Customer is required to perform operations in Fujitsu' Environment according to the terms described in Attachment 2.
- d. For some Limited Support Software Programs, it is mandatory for the Customer to procure Limited Support. Please refer to the Documentation for more details and follow the guidance in the Documentation.

(2) Details of support

In an attempt to solve a problem related to Limited Support Software Programs, if Fujitsu considers that a program fix is available for the applicable Limited Support Software Program which may be effective in resolving the problem, Fujitsu will supply that program fix via an update server. This troubleshooting support includes receiving inquiries relating to the configuration details and the method of operation for the Limited Support Software Programs and investigating the cause of a problem or techniques to circumvent a problem when Limited Support Software Program is not running properly, however Fujitsu is not obliged to provide responses on these issues to the Customer.

(3) Support hours

The hours for Limited Support are as follows:

- a. Inquiries by phone and email can be received 24 hours a day.
- b. The hours for responding to inquiries are not specified.

4. Limited Responsibility for the Provision of Software Support

Fujitsu's responsibility to the Customer in providing this Software Support is limited to making commercially reasonable efforts to undertake tasks for Software Support prescribed in this Software Support Descriptions.

5. Restrictions

- As part of Software Support, it is not possible to investigate the cause of an trouble by collecting the dump by using the Non-maskable Interrupt button.

6. Others

- (1) The Customer assumes the responsibility for installing the program fixes, which Fujitsu may supply to the Customer under this Software Support, for their Supported Software Programs.
- (2) Programs that are in the process of being developed or that have been developed by the Customer by using the Supported Software Programs are outside the scope of this Software Support. Provision of know-how for developing a program or any related advice or technical guidance are also outside the scope of this Software Support.

Attachment 1: Standard Support Software Programs

- Standard Support Software Programs that can be deployed on the FUJISTU Cloud Service K5 IaaS Service

The Customer can use the Software Management function on the FUJITSU Cloud Service K5 IaaS Service and specify the support level of the Standard Support Software Programs as described in the following tables:

(1) Software

Standard Support Software Program	Support Level that can be specified while the Standard Support Software Program is being deployed	Support Level that can be specified after the Standard Support Software Program has been deployed
Windows Server 2008 R2 SP1 Standard Edition 64bit (English)	nosupport	nosupport
Windows Server 2012 R2 Standard Edition 64bit (English)	nosupport	nosupport
SQL Server 2014 Standard Edition English version	nosupport	nosupport
Red Hat Enterprise Linux 6 64bit (English)	spt_24h	spt_24h
Red Hat Enterprise Linux 7 64bit (English)	spt_24h	spt_24h

Support level to select from	Details
nosupport	Fujitsu does not support this software program.
spt_24h	Fujitsu provides Standard Support during the following hours: Hours for phone inquiries (receiving): 24 hours Hours for inquiries (responding): 24 hours

(2) Others

Standard Support Software Program	Support Level	
	Hours for phone inquiries (receiving)	Hours for inquiries (responding)
Trend Micro Deep Security as a Service English version	24 hours a day, 7 days a week	24 hours a day, 7 days a week

Attachment 2: Limited Support Software Programs

- Limited Support Software Programs that can be deployed on the FUJITSU Cloud Service K5 IaaS Service

The Customer can use the Software Management function on the FUJITSU Cloud Service K5 IaaS Service and specify the support level of the Limited Support Software Programs as described in the following table:

Limited Support Software Program	Support Level that can be specified while the Limited Support Software Program is being deployed	Support Level that can be specified after the Limited Support Software Program has been deployed
SUSE Linux Enterprise Server 12 64bit (English)	nosupport	nosupport

Support level to select from	Details
nosupport	Fujitsu provides Limited Support during the following hours: Hours for phone inquiries (receiving): 24 hours Hours for inquiries (responding): Not specified Language: Only in English

Supplementary Provision (July 20, 2016)

The present Service Description is effective from July 20, 2016.

Supplementary Provision (August 19, 2016)

The present Service Description is effective from August 19, 2016.

Supplementary Provision (September 13, 2016)

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Supplementary Provision (January 23, 2017)

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