

FUJITSU Cloud Service K5 – Software Support Description

July 20, 2016

1. Supported Software Programs

Refer to Attachment 1 for the software programs supported by this Software Support according to the terms of this Software Support Description.

2. Provision of Software Support

- (1) The Customer may choose to receive Software Support Service for the supported software programs and/or to change the level of Software Support by performing the prescribed operations in Fujitsu Environment described in Attachment 1.
- (2) After the Customer has chosen to receive Software Support in Fujitsu Environment or to change the level of Software 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.
- (3) To terminate Software Support, the Customer is required to perform operations in Fujitsu' Environment according to the terms described in Attachment 1.
- (4) For some software programs, it is mandatory for the Customer to procure Software Support. Please refer to the Documentation for more details and follow the guidance in the Documentation.

3. Details of Software Support

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

(1) Troubleshooting support

- a. Fujitsu will take inquiries in relation to the supported 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 Software Support to the Customer.
 - i. Inquiries related to descriptions and the method of operation for the supported software programs
 - ii. Inquiries related to trouble investigation or circumventing problems when a supported software program does not work properly
- b. Fujitsu will offer measures to circumvent a problem described in (a. 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.

4. Software Support Hours

Software Support is offered during the following hours:

(1) The hours for support provided in relation to Section 3 (1) above are as follows:

- a. The hours for receiving phone inquiries are shown in the Attachment for each software program.

b. Inquiries by email can be received 24 hours a day.

c. The hours for responding to inquiries are described in the Attachment for each software program.

5. 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.

6. 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.

7. 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: Supported Software Programs

- Supported software programs that can be deployed on K5 IaaS Service

The Customer can use the software management function under K5 IaaS Service and specify the support status of the supported software programs as described in the following tables:

(1) Software

Software	Support Level that can be specified when the supported software program is being deployed	Support Level that can be specified after the supported software program has been deployed
Windows Server 2008 R2 SP1 Standard Edition 64bit English version (*)	no support	no support
Windows Server 2008 R2 SP1 Enterprise Edition 64bit English version (*)	no support	no support
Windows Server 2012 R2 Standard Edition 64bit English version (*)	no support	no support
Windows Server 2012 Standard Edition 64bit English version (*)	no support	no support
Red Hat Enterprise Linux 6 64bit English version	spt_24h	spt_24h

Support level to select from	Details
no support	Fujitsu does not support this software program.
spt_24h	Fujitsu provides Software Support during the following hours: Hours for phone inquiries (receiving): 24 hours Hours for inquiries (responding): 24 hours

(2) Others

Supported software	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

Supplementary Provision (July 20, 2016)

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