

## FUJITSU Cloud Service K5 – Help Desk Service Description

July 20, 2016

1. **Help Desk Service Overview**  
Fujitsu provides support for the K5 to the Customer who has purchased this Help Desk Service as follows:
  
2. **Help Desk**  
Fujitsu provides an inquiry desk that receives inquiries or requests for assistance and responds to them (“Help Desk”). The Customer is required to make such inquiry or request by indicating Contract Number and Username. Details of this Help Desk Service are as follows:

	Help Desk Light	Help Desk Basic	Help Desk Premium
Support hours	Weekdays 9:00 to 17:00 (UK local time)	24 hours every day	*
Support method	Email	Email/phone	*
Prerequisite for use	Program versions used in K5 must be the latest version.		*
Type of Support Requests accepted	<ul style="list-style-type: none"> <li>• Inquiries related to the descriptions, setup and use of the K5 service</li> <li>• Inquiries related to error investigation or circumventing a problem when K5 does not work properly</li> </ul>		*
Trouble shooting	When a trouble occurs in K5, the time that the trouble occurs and the extent of impact are notified.		*
Incident notification	Via Service Portal	Via Service Portal or Email	*
Other			*
Language	English		
Notes	Inquiries received outside the business hours will be attended to after 9:00 am on the following business day.	<ul style="list-style-type: none"> <li>• An inquiry received at night or on a non-business day will be attended to only if it is determined to be an emergency. Non-emergency inquiries will be attended to on the following business day (after 9:00 am). Night hours: 17:00 to 9:00 the following day. Non-business days: Saturdays, Sundays, Public Holidays in UK, December 29 to January 3</li> <li>• Contact by phone is needed in case of an emergency.</li> <li>• Compared with phone inquiries, those sent by Email may take longer for the Customer to receive a response.</li> <li>• Generally, if an inquiry is made by phone, the Customer will receive a response by phone.</li> </ul>	*
Limitations	Inquiries related to the following matters are outside the scope of this Help Desk Service: <ul style="list-style-type: none"> <li>• Performance tuning (performance evaluation necessitated by design, build, or operation)</li> <li>• Performance tuning (performance evaluation necessitated</li> </ul>		*

	by design, build, or operation) <ul style="list-style-type: none"> <li>• Consultation (advice on design, build, or operation)</li> <li>• Disclosure of information and logs related to Fujitsu Environment</li> <li>• Coding application logic or applications that the Customer has developed</li> <li>• Software and services installed independently by the Customer, software deployed by the Customer on K5 Resources as a part of K5, or software combined with K5 and used by the Customer (including that provided by Fujitsu)</li> </ul>	
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\*Please ask your Account Representative about the detailed service menu

3. Provision of Program Updates

Fujitsu will supply updates or fixes for the K5 related programs according to Fujitsu's plans. The Customer assumes responsibility for the installation of the updates or fixes.

4. Limited Responsibility for the Provision of the Help Desk Service

Fujitsu's responsibility to the Customer in providing this Help Desk Service is limited to making commercially reasonable efforts to undertake the tasks prescribed in this Service Description for the Customer. When this Help Desk Service does not operate properly and an investigation is conducted, Fujitsu reserves the right to determine to release or not release the information regarding the cause of any trouble or the outcome of an investigation. The Customer agrees that Fujitsu may therefore not be able to respond to specific individual inquiries.

5. Help Desk Service for Fujitsu Cloud Service K5-CF

Notwithstanding anything to the contrary set forth in this Service Descriptions, the following conditions apply to this Help Desk Service in regard to K5 CF Service.

- (1) This Help Desk Service also applies to CF commands. Fujitsu does not provide fixes for CF commands, however, at its discretion, Fujitsu may request the Cloud Foundry Community to create fixes.
- (2) This Help Desk Service offers only buildpacks which are supported under K5 CF Service at the time. The fixed version of the buildpacks are not provided except for the latest version of Java (GlassFish 4.1 Web Profile/Java SE 8) mentioned in the following website,  
<https://cf-docs.jp-east-1.paas.cloud.global.fujitsu.com/en/manual/release/basic.html>

Supplementary Provision (July 20, 2016)

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