
NEW Fujitsu Premier Support Contract Offerings Internal Announcement

Effective Immediately: Two NEW Fujitsu Premier Support Contract Offerings

Applicable to **ALL** Solaris 10 Operating Systems

Current Fujitsu Support contracts include Premier Support for both Hardware and the Solaris 10 Operating System. Since Fujitsu Premier Support for Solaris 10 is no longer supported with **NEW** program updates, fixes, patches, security updates and security alerts **created after** January, 31, 2018, customers must purchase Fujitsu Solaris 10 Extended Support to receive these downloads.

If access to **NEW** program updates, fixes, patches, security updates and security alerts **created after** January 31, 2018 are not a requirement for your servers, **pre-existing** Fujitsu Solaris 10 Premier program updates, fixes, patches, security updates and security alerts will remain available.

Fujitsu Solaris 10 Extended Support

Fujitsu Solaris 10 Extended Support gives customers access to **new** fixes, patches, security updates and security alerts **created during** the Extended Support period **February 1, 2018 through December 31, 2020**.

Fujitsu Solaris 10 Extended Support Options:

- Customers with ACTIVE Fujitsu Premier Hardware and Solaris 10 Premier Support contracts
 - May migrate to **Solaris 11 free of charge**
 - **Contact** your Fujitsu America Global Support Center for download information
 - 1 800 538-8486
- Customers with ACTIVE Fujitsu Premier Hardware and Solaris 10 Premier Support contracts
 - Requiring immediate access to **new** program updates, fixes, patches, security updates and security alerts **created after** January 31, 2018
 - **Contact** your Fujitsu Service Delivery Manager to purchase Fujitsu Solaris 10 Extended Support
- Customers with ACTIVE Fujitsu Premier Hardware and Solaris 10 Premier Support contracts
 - Requiring continued access to **pre-existing** program updates, fixes, patches, security updates and security alerts **created prior** to February 1, 2018
 - Do NOT require access to **new** program updates, fixes, patches, security updates and security alerts **created after** January 31, 2018

- **No action** required.
- Customers with EXPIRED Fujitsu Premier Hardware and Solaris 10 Premier Support contracts
 - Require access to **new** program updates, fixes, patches, security updates and security alerts for Solaris 10 **created after** January 31, 2018
 - Do NOT want to purchase Solaris 11
 - Are subject to reinstatement fees
 - May be subject to recertification fees
 - **Contact** your Fujitsu Service Delivery Manager to purchase Fujitsu Solaris 10 Extended Support
- Customers with EXPIRED Fujitsu Premier Hardware and Solaris 10 Premier Support contracts
 - Do NOT require access to **new** program updates, fixes, patches, security updates and security alerts for Solaris 10 **created after** January 31, 2018
 - Do NOT want to purchase Fujitsu Solaris 11 support
 - May renew their Fujitsu Premier Support contract with Hardware Premier Support and Solaris 10 Premier Support
 - Are subject to reinstatement fees
 - May be subject to recertification fees
 - **Contact** your Fujitsu Service Delivery Manager to renew your Fujitsu Premier Support contract with Fujitsu Premier Hardware and Solaris 10 Premier Support

Effective January, 2021: Fujitsu Solaris 10 Sustaining Support

Applicable to **all** Solaris 10 Operating Systems

Fujitsu Solaris 10 Sustaining Support

Fujitsu Solaris 10 Sustaining Support gives customers access to **new** program updates, fixes, patches, security updates and security alerts **created during** the Extended Support period, **once the Extended Support period ends** December 31, 2020.

- Customers who maintain ACTIVE Fujitsu Premier Hardware and Solaris 10 Premier support contracts AND purchased Extended Support will continue to have access to program updates, fixes, patches, security updates and security alerts **created during** the Premier Support period and **created during** the Extended Support period **after** December 31, 2020.
 - Fujitsu Solaris 10 Extended Support will **automatically** be transferred to Fujitsu Solaris 10 Sustaining Support starting January 1, 2021
 - **No action is required**
- Customers who maintain an ACTIVE Fujitsu Premier Hardware and Solaris 10 Premier contract, but **do NOT** maintain Extended Support, will continue to receive program updates, fixes, patches, security updates and security alerts **created during** the Solaris 10 Premier



THE POSSIBILITIES ARE INFINITE

- Support period and will receive program updates, fixes, patches, security updates and security alerts **created during** the Extended Support period - **after the Extended Support period ends** December 31, 2020.
 - Fujitsu Solaris 10 Premier Support will **automatically** be transferred to Fujitsu Solaris 10 Sustaining Support starting January 1, 2021
 - **No action is required**
- Customers with EXPIRED Fujitsu Premier Hardware and Solaris 10 Premier Support contracts, but do NOT require access to program updates, fixes, patches, security updates and security alerts **created during** the Extended Support period **after** January 31, 2018
 - Do NOT want to purchase Fujitsu Solaris 11 support
 - Are subject to reinstatement fees
 - May be subject to recertification fees
 - **Contact** your Fujitsu Service Delivery Manager to renew your Fujitsu Premier Support contract with Fujitsu Premier Hardware and Solaris 10 Sustaining Support

Solaris Support Matrix

	Premier Support	Extended Support	Sustaining Support
Major Product and Technology Releases	✓	✓	✓
24x7 Assistance with Service Requests	✓	✓	✓
Software and Operating Systems Updates	✓	✓	Pre-existing
Security Alerts	✓	✓	Pre-existing
Critical Patch Updates	✓	✓	Pre-existing
Tax, Legal and Regulatory Updates	✓	✓	Pre-existing
Upgrade Tools/Scripts	✓	✓	Pre-existing
Certification with most existing Oracle products/versions	✓	✓	Not applicable

*Pricing

Customers purchasing Fujitsu Solaris 10 Extended Support should expect to see a 10% price increase for year 1 of their Fujitsu support contract, a 10% increase for year 2 and a 10% increase for year 3.



THE POSSIBILITIES ARE INFINITE

Customers who purchase Fujitsu Solaris 10 Extended Support and are automatically transferred to Fujitsu Solaris 10 Sustaining Support January 1, 2021 will be charged the then current Fujitsu Solaris 10 Premier Support price.

Pricing for customers that choose to remain with Fujitsu Solaris 10 Premier Support and do not purchase Fujitsu Solaris 10 Extended Support will continue at the then current Fujitsu Solaris 10 Premier Support price when automatically transferred to Fujitsu Solaris 10 Sustaining Support January 1, 2021.

*Pricing is subject to change

Download questions: Contact the Fujitsu America Global Support Center – 1 800 538-8486

Contract questions: Contact your local Fujitsu Service Delivery Manager