

Fujitsu Storage ETERNUS AF/DX Global Guarantee Program

ETERNUS NEVER WORRY Program

Last updated: November 8th, 2019

Terms and Conditions

-DATA REDUCTION guarantee-

(1) Guarantee Description

DATA REDUCTION guarantee is to guarantee a data reduction rate as estimated based on customers' workloads in advance when using the Deduplication/Compression features of Fujitsu Storage ETERNUS AF/DX products. Fujitsu will cover any shortfall with additional SSDs for the ETERNUS AF/DX systems.

※ Currently, this guarantee program is only valid in specific regions.

(2) Guarantee Coverage

Fujitsu will cover any shortfall compared to the estimated data reduction rate by using the Deduplication/Compression features of the Fujitsu Storage ETERNUS AF/DX products with additional SSDs. Only the estimated data reduction rate that has been prior presented to the customers is valid. Any other estimated data reduction rates are not covered by this guarantee program.

The following storage products are covered.

- Fujitsu Storage ETERNUS AF250 S3 (Entry Model)
- Fujitsu Storage ETERNUS AF650 S3 (Midrange Model)
- Fujitsu Storage ETERNUS DX200 S5 (Entry Model)
- Fujitsu Storage ETERNUS DX500 S5 (Midrange Model)
- Fujitsu Storage ETERNUS DX600 S5 (Midrange Model)
- Fujitsu Storage ETERNUS DX900 S5 (Midrange Model)

(3) Guarantee period

This guarantee is valid for a 180-day period, starting at the date of registration completion approval.

(4) Contents and Measures

During the guarantee period, Fujitsu will cover any shortfall of the estimated data reduction rate with additional SSDs.

Any customer, who believes that the estimated data reduction rate has not been achieved, is able to submit a claim on the central Guarantee Program Webpage. Fujitsu will work with customers to investigate the data reduction rate of customers' systems and implement general tuning or

configuration changes if necessary. After that if the estimated data reduction rate is still not achieved, Fujitsu will provide additional SSDs to cover the shortfall.

(5) Terms and Conditions

This guarantee program is only valid under the following conditions:

- Customers are required to register for the Fujitsu Storage ETERNUS AF/DX Guarantee Program within 30 days from the invoice date. The estimated data reduction rate is necessary for the registration.
- Customers have a valid maintenance support contract with each regional Fujitsu company.
- ETERNUS SF Storage Cruiser (latest) is installed and the data reduction rate is being monitored by using the performance data collection function.
- The ETERNUS AF/DX must operate with the latest firmware version.
- The guarantee shall be valid only once.
- Your claim request is only eligible when all terms and conditions are satisfied.

(6) Customer Responsibilities

Customers are required to be responsible for any of the following.

- When customers submit a claim that the estimated data reduction rate is not achieved, Fujitsu will investigate the data reduction rate of the systems. In this case, customers are required to work with Fujitsu and provide necessary data (ETERNUS AF/DX logs, performance data collected by ETERNUS SF Storage Cruiser, etc.) for investigating. The cost of this work is required to be covered by the customers.
- If additional DEs (Drive Enclosure) are needed for installing the additional SSDs, the DEs will also be provided free of charge. However, this guarantee program will not cover the additional SSDs/DEs that exceed the product specification (maximum drive/DE).
- The customer must bear the cost of designing the storage and building the system to add the SSDs.

(7) Procedures of registration and declaration

Eligibility for the guarantee program requires the customer to register and submit a claim on the specified web page:

- Register after installation

Please provide the information needed to estimate your data reduction rate. The following information is required:

- Model Type and Memory Size of the newly purchase ETERNUS AF/DX
- Workloads and the total data size of each workload

Once customers understand this guarantee program, please proceed to the Guarantee Program registration process. The following information is required:

- Serial number of the newly purchased ETERNUS AF/DX

- Customer contact details, purchasing partner
- Input sheet for your data reduction rate estimation (Upload)

- Submission of a claim

If a customer assumes that the estimated data reduction rate is not achieved, please report it to us by a claim on this webpage. (The actual data reduction rate of the systems is necessary upon making a claim.)

The steps to check the data reduction rate are as follows. (Please notice that the data reduction rate may temporarily become worse.):

- Steps by using ETERNUS WebGUI:

It is shown in the detailed information of Thin Provisioning Pool screen as "Data Reduction Rate" item.

- Steps by using ETERNUS CLI:

Please execute the *"show thin-pro-pools"* command and look for the value shown at the "Data Reduction Rate(%)" item.

(8) Changing the guarantee program

Fujitsu may change and discontinue at its discretion any of this guarantee program and change or remove features or functionality of any of this guarantee program from time to time. Fujitsu will notify the customer if a change is material and involves the discontinuation of any guarantee program supplied to the customer under then current guarantee descriptions, whether by publishing notification at the specified website or supplying it to the customer otherwise in writing (which may be via email).

(9) Changing the terms and conditions

Fujitsu may change this Terms and Conditions from time to time. Changes to the Terms and Conditions will apply with effect from 14 days from the earlier of the date of Fujitsu first publishing at the website notification or a shorter period if the change is required immediately due to applicable law.

Fujitsu and Data Privacy

Fujitsu is committed to protecting your personal information and your privacy. By registering to these guarantee programs, you give your consent to Fujitsu using your personal information described as follows. The information we collect and receive from you is used to fulfil your registration for these programs or your claim submission and communicate with you regarding your registration or claim submission. We will not collect any personal data from you that is not necessary in order to provide this service to you. Fujitsu will never sell or lease your personal data. Please see the full Fujitsu Privacy Policy at the following URL for more details about how Fujitsu takes care of your personal data.

Fujitsu Privacy Policy URL: <https://www.fujitsu.com/global/about/resources/privacy/>

Application of Local Business Conditions

The terms and conditions of the local Fujitsu subsidiaries as well as other involved contractual partners are applied. When in conflict, they are to be considered prior to the terms and conditions of the Fujitsu Storage ETERNUS AF/DX Guarantee Program.