

FACT SHEET

SUPPORT AND SERVICES OFFERINGS FOR FUJITSU PRIMEPOWER® ENTERPRISE SERVERS

PREMIUM SERVICE AND SUPPORT

THE BENEFITS

- Actively managed around the clock support for business-critical environments
- Industry leader in responsive problem resolution
- Mission critical response to onsite service requirements
- Flexible service options to meet your business needs

To succeed in today's highly demanding business environments, you must depend upon your IT resources as never before. At Fujitsu, we understand the technological challenges you face everyday, after all, we've been providing enterprise solutions for over thirty-five years.

EXCELLENT SERVICE AND SUPPORT FOR PRIMEPOWER ENTERPRISE SERVERS

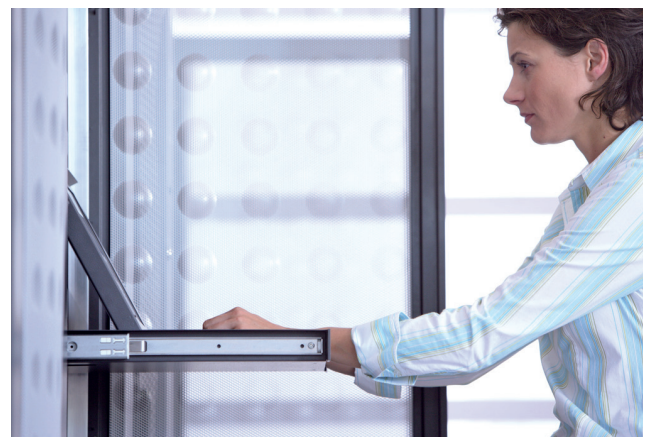
As the world's fourth largest IT services provider, Fujitsu focuses on keeping IT and business objectives aligned through close collaboration with our customers. For over 35 years, Fujitsu has provided IT infrastructure services and support to some of the world's largest, most successful corporations. The Fujitsu core competencies in world class data service and support have evolved from mission-critical data center business systems to encompassing the entire enterprise world, including distributed computing environments.

GLOBAL SUPPORT CENTER AVAILABILITY 24 X 7 X 365

The cornerstone of our business is mission critical support delivered by experienced engineers and backed by an ISO 9001 certified Global Support Center that operates 24 hours a day, 7 days a week, 365 days a year.

SERVICE COMMITMENT

The Fujitsu support structure allows you to select the support type that best fits your day-to-day needs. Customers can select Premium, Enhanced Plus, Enhanced, Basic or Standard Service support options. All support options include live telephone support, replacement parts, and onsite support within defined coverage hours. In addition to warranty service, support options are offered as uplifts and as post-warranty support service.



PREMIUM AND ENHANCED PLUS SERVICES

Premium and Enhanced Plus Services support the operational objectives of the most demanding mission-critical customer environments. Ready 24 hours a day, 7 days a week, 365 days a year, we respond with reliable parts and live telephone expertise to quickly restore your environment. Our onsite response time goal of 2 or 4 hours (Premium and Enhanced Plus respectively), is available in defined service areas encompassing major metropolitan areas.

ENHANCED SERVICE

The Enhanced Service level is for customers who require an expanded window of onsite support coverage during the normal Monday - Friday business week, 8AM to 8PM local time (except holidays), with parts and an onsite response time goal of 4 business hours. Enhanced Service includes live telephone support 24 hours a day, 7 days a week, 365 days a year.

BASIC SERVICE

The Basic Service level is for customers with less stringent support needs, requiring both telephone and onsite coverage during a normal workday, Monday - Friday, 8AM to 8PM local time (except holidays). Basic Service provides live telephone support, with parts and an onsite response time goal of 4 business hours between 8AM and 5PM, Monday - Friday.

STANDARD SERVICE

The Standard Service level is for customers with less stringent support needs, requiring both telephone and onsite coverage during a normal workday, Monday - Friday 8AM to 5PM local time (except Holidays). Standard Service provides live telephone support, with parts and an onsite response time goal of next business day during normal business hours.

REMOTE SUPPORT TOOL

Fujitsu offers a Remote Support Tool to capture machine status and error information. This data is securely transmitted via the Internet to a central location and made immediately available to support engineers to take action. The basic Remote Support Tool is bundled with the product and included at no additional cost.

WARRANTY OFFERING— NORTH AMERICA

The warranty period, hardware and software telephone assistance/ response times, onsite coverage hours/response times and additional program features are described in the Service Program Offerings matrix. Warranty offerings vary by country—check with your country Fujitsu Business Manager, as well as your agreement to purchase the hardware and license the software.

CUSTOMIZED CONSULTING/PROFESSIONAL SERVICES

Fujitsu can assist you in optimizing your investment in technology by offering a full range of additional services. Whether you require advice on server consolidation, help with deployment, additional support levels, or education, Fujitsu can deliver the services you need.

- SPARC Enterprise QuickStart Service
- Linux Cluster Implementation Services (PRIMECLUSTER®)

ABOUT FUJITSU AMERICA

Fujitsu America, Inc., is a leading ICT solutions provider for organizations in the U.S., Canada and the Caribbean. Fujitsu enables clients to meet their business objectives through integrated offerings including consulting, systems integration, managed services and outsourcing for enterprise applications, data center and field services operations, based on server, software, storage and mobile technologies. Fujitsu provides industry-oriented solutions for manufacturing, retail, healthcare, government, education, financial services and communications sectors. For more information, please visit: <http://solutions.us.fujitsu.com/>.

SERVICE PROGRAM

SERVICE PROGRAM OFFERINGS		SERVICE Level Warranty, Uplift and Post Warranty Support				
PRODUCT (1)	Hardware Warranty Period (1)	Standard	Basic	Enhanced	Enhanced Plus	Premium (5)
PW100 PW1000/2000 PW900/1500 PW2500	1-Year Enhanced Plus Service Level	N/A	N/A	N/A	Warranty	Warranty Uplift
			Post Warranty	Post Warranty	Post Warranty	Post Warranty
PW600/800	1-Year Basic Service Level	N/A	Warranty	Warranty Uplift	Warranty Uplift	Warranty Uplift
			Post Warranty	Post Warranty	Post Warranty	Post Warranty
PW200/400 PW250/450 PW650/850	3-Year Standard Service Level	Warranty	Warranty Uplift	Warranty Uplift	Warranty Uplift	Warranty Uplift
			Post Warranty	Post Warranty	Post Warranty	Post Warranty
Solaris™ Warranty Period Installation	90-Day Media Replacement Fee-Based					
Support Features (1)						
Telephone Assistance Hours						
24 x 7 x 365 (3)		✓	✓	✓	✓	✓
8AM – 8PM Site Local Time Mon – Fri, Except Holidays						
8AM – 5PM Site Local Time Mon – Fri, Except Holidays						
Telephone Response Time Target (3)						
Severity 1 – Live Transfer		✓	✓	✓	✓	✓
Severity 2		2 Hours	2 Hours	2 Hours	2 Hours	2 Hours
Severity 3		4 Hours	4 Hours	4 Hours	4 Hours	4 Hours
Onsite Coverage Hours						
24 x 7 x 365 (3)					✓	✓
8AM – 8PM Site Local Time Mon – Fri, Except Holidays				✓		
8AM – 5PM Site Local Time Mon – Fri, Except Holidays		✓	✓			
Onsite Response (4)(5)						
Severity 1		Next Business Day	Next Business Day	4 Business Hours	4 Hours	2 Hours
Severity 2		Next Business Day	Next Business Day	Next Business Day	Next Business Day	4 Hours
Severity 3		Next Business Day	Next Business Day	Next Business Day	Next Business Day	Next Business Day
Spare Parts (6)						
Response Time (Severity 1)		Next Business Day	Next Business Day	4 Business Hours	4 Hours	2 Hours
Parts Replacement		By Fujitsu	By Fujitsu	By Fujitsu	By Fujitsu	By Fujitsu
Account Support Features						
Single Point of Contact for HW & SW problems		✓	✓	✓	✓	✓
Time-Based Alert and Escalation Process		✓	✓	✓	✓	✓
Service Account Management					✓	✓
Account Support Plan (7)					✓	✓
Account Support Review (8)				Semi-Annual	Semi-Annual	Quarterly
Software (Solaris™) Release Planning						✓
Software (Solaris™) Patch Management Assistance		✓	✓	✓	✓	✓
Field Change Order (FCO) Management Assistance		✓	✓	✓	✓	✓
Mission-Critical Support Process				Severity 1 Only	Severity 1 Only	✓
Designated Contacts Per Site Authorized to Call Global Support Center		3	3	3	3	3
Additional Contacts Per Site		Fee- Based	Fee- Based	Fee- Based	Fee- Based	Fee- Based
Remote Maintenance (9)		✓	✓	✓	✓	✓
Solaris™ Enhancement Releases (10)			✓	✓	✓	✓
Solaris™ Patches and Maintenance Releases (11)		Patches Only	✓	✓	✓	✓
Driver Updates (12)		✓	✓	✓	✓	✓
Fee-Based Support Features						
Onsite Parts		N/A	N/A	N/A	N/A	Fee-based
Oracle® Unbundled Software Enhancements (13)		Fee-based	Fee-based	Fee-based	Fee-based	Fee-Based
Professional Services						
Software Installation		Fee-based	Fee-based	Fee-based	Fee-based	Fee-based

NOTES:

- (1) Products and/or specific Support Features are subject to local geographic availability.
- (2) This 24 x 7 x 365 coverage period is the only coverage period that includes local Holidays. Problem response is based upon contracted Service Level Agreement (SLA).
- (3) The following definitions apply for problem severity:
Severity 1: Server down, business outage.
Severity 2: A serious problem, but workarounds are in place and production is proceeding.
Severity 3: An important problem that does not affect production.
- (4) Onsite Response by a Service Engineer is within the contracted Onsite Coverage Hours. Two-hour onsite response for Severity 1 priorities is offered for sites within a fifty (50) mile radius of a Fujitsu authorized service operation. Onsite Coverage applies to hardware support. Software is supported remotely by the Fujitsu Global Support Center.
- (5) Once a failed component is identified, the Spare Parts Response Time is measured from the time a replacement part is ordered to the time the part arrives at the site where the system is located, and may be impacted by import/export limitations. The time used is local site time where the system is located.
- (6) Local customer support management will provide the process for the design of an Account Support Plan for the customer.
- (7) Quarterly or semi-annual onsite Technical Account Support Reviews include discussion of product support and service issues during the previous period as well as problem resolution and/or action plans.
- (9) The Fujitsu Remote Support Tool monitors machine status continuously. Machine status and failure data is securely sent to Fujitsu America support personnel for analysis and action. Should the customer decline setup of the Remote Support Tool, or it cannot be configured for other reasons. The ability of Fujitsu to meet certain response time targets may be impaired. Please contact your Fujitsu Business Manager for details.
- (10) Solaris Enhancement Releases: patches available from the web, new "Blue Box" Solaris may be purchased.
- (11) Solaris Patches are available from the web at <https://download.computers.us.fujitsu.com/> Maintenance releases are included in the PTF CDs and may be purchased.
- (12) Driver updates are available from our secure download site: <https://download.computers.us.fujitsu.com/>,
- (13) The customer will need to purchase a software-only maintenance contract directly from Oracle in order to receive maintenance releases and updates for their unbundled Oracle software. If the Fujitsu problem identification process indicates that the problem lies within said unbundled software, the customer will be referred to Sun for resolution. Any further assistance from Fujitsu would be billable.

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