FACT SHEET
SUPPORT AND SERVICES OFFERINGS FOR FUJITSU ETERNUS DX400 AND DX8000 SERIES STORAGE SYSTEMS

FUJITSU OFFERS BASIC, ENHANCED, ENHANCED PLUS, OR PREMIUM SERVICE—DEPENDING ON YOUR SPECIFIC AVAILABILITY REQUIREMENTS. FOR OVER 35 YEARS FUJITSU HAS PROVIDED EXCELLENT SERVICE AND SUPPORT TO SOME OF THE WORLD’S LARGEST, MOST SUCCESSFUL CORPORATIONS.

BENEFITS

- Single point of contact and accountability for all of your support needs
- Actively managed around the clock support for business critical environments
- Industry leader in responsive problem solution
- Mission critical response to onsite service requirements
- Flexible service options to meet your business needs

EXCELLENT SERVICE AND SUPPORT FOR ETERNUS STORAGE

As the world’s fourth largest IT services provider, Fujitsu focuses on keeping IT and business objectives aligned through close collaboration with our customers. The Fujitsu core competencies in world class service and support have evolved from mission-critical data center business systems to encompassing the entire enterprise including distributed computing environments.

Global Support Center Availability 24x7x365
The cornerstone of our business is Mission Critical Support delivered by experienced engineers and backed by an ISO 9001 certified Global Service 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 or Basic service support options. All support options include live phone 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 or Enhanced Plus Service supports 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, 8 AM to 8 PM local time (except holidays) with parts and 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 systems with less stringent support needs, requiring phone coverage during an expanded workday Monday-Friday. Basic Service provides live telephone support 8 AM to 8 PM local time (except holidays), onsite coverage 8 AM to 5 PM local time (except holidays), with parts and onsite response time goal of next business day.

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.
Product Warranty—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 customers in optimizing your investment in technology by offering a full range of additional services. Whether you require advice on tiered storage, help with deployment, additional support levels, or education, Fujitsu can deliver the services you need. More detailed Information concerning services can be found at: http://solutions.us.fujitsu.com/www/content/services/professional_services/

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/.
FACT SHEET  SUPPORT AND SERVICES OFFERINGS

<table>
<thead>
<tr>
<th>PRODUCT (1)</th>
<th>Hardware Warranty Period (1)</th>
<th>Warranty</th>
<th>Enhanced Warranty</th>
<th>Enhanced Plus Warranty</th>
<th>Premium Warranty</th>
</tr>
</thead>
<tbody>
<tr>
<td>ETERNUS DX400 Series</td>
<td>3-Year Basic Service Level</td>
<td>Warranty</td>
<td>Warranty Upfit</td>
<td>Warranty</td>
<td>Warranty</td>
</tr>
<tr>
<td>ETERNUS DX8000 Series</td>
<td>2-Year Enhanced Plus Service Level</td>
<td>Post Warranty</td>
<td>Post Warranty</td>
<td>Post Warranty</td>
<td>Post Warranty</td>
</tr>
</tbody>
</table>

Software Warranty
- 90-Day Media Replacement
- Installation Fee-Based

Support Features (1)
- Telephone Assistance Hours: 24 x 7 x 365 (3)
- Telephone Response Target Time (4)
- Severity 1 - Live Transfer
- Severity 2: 2 Hours
- Severity 3: 4 Hours
- Onsite Coverage Hours: 24 x 7 x 365 (3)
- Onsite Response Target Time (4 & 5)
- Severity 1: NBD 4 Hours
- Severity 2: NBD 4 Hours
- Severity 3: NBD 4 Hours

Account Support Features
- Single Point of Contact for HW & SW problems: Fee-Based
- Time-Based Alert and Escalation Process: Fee-Based
- Service Account Management: Fee-Based
- Account Support Plan: Fee-Based
- Account Support Review: Semi-Annual Quarterly
- Firmware Update Service: Fee-Based
- Field Change Order (FCO) Management Assistance: Fee-Based
- Mission-Critical Support Process: Fee-Based
- Designated Contacts Per Site authorized to call Global Support Center: 3 3 3 3
- Additional Contacts Per Site: Fee-Based
- Remote Maintenance: Fee-Based
- Software Patches: Fee-Based
- Fee-Based Support Features
- ETERNUS SF Software Maintenance (11) Fee-Based
- Software Version Upgrades (12) Fee-Based
- Onsite Parts N/A Fee-Based
- Professional Services
- Software Installation Fee-Based

NOTES:
(1) Products and/or specific Support Features are subject to local geographic availability.
(2) ETERNUS DX400 and DX8000 series models require Fujitsu installation services.
(3) This 24x7x365 coverage period is the only coverage period that includes local holidays.
(4) The following definitions apply for problem severity: Severity 1: system down, business outage. Severity 2: a serious problem, but impaired production is proceeding. Severity 3: an important problem that does not affect production.
(5) Onsite Response Target by a service engineer is within the contracted Onsite Coverage Hours. Two-Hour Onsite Response Target for Severity 1 priorities is offered.
(6) Once a failed component is identified, the Spare Parts Target 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.
(7) Local customer support management will provide the process for the design of an Account Support Plan for the customer.
(8) 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) REMC Customer Support (REMCs) is a remote maintenance tool that monitors machine status continuously, and sends configuration, environmental, and failure event information directly to Fujitsu support personnel. For example, in the event of a redundant component hardware failure, an alert is immediately sent to our technical support staff for failure analysis and problem resolution. REMCs requires only an SMTP socket to send one-way outbound encrypted email over an internet connection.
(10) Software Patches are available from our Secure Download site at: https://download.computers.us.fujitsu.com/.
(11) ETERNUS SF software requires annual maintenance fees which entitle customers to software level updates (e.g., Version x.1 to x.2, etc.). Software Installation is a fee-based service.
(12) Software Version Upgrades (e.g., Version 1.x to 2.x, etc.) may require additional license and fee. Software Installation is a fee-based service.