

Sun[SM] Environmental Assessment Service - Egypt

1. Scope

This Service provides Customer with a comprehensive on-site evaluation of the physical environment housing Customer's hardware ("Environment"), compiled in an illustrated report that includes an overall executive summary and detailed Customer recommendations. Please check with your local Sun Sales Representative for availability of this service.

2. Tasks and Deliverables

- **Site Coordination.** Sun will contact Customer to discuss and provide Sun access to appropriate areas, personnel, documentation and building prints.
- **Environmental Assessment.** Sun authorized personnel will conduct an on-site environmental assessment of Customer's Environment. This assessment includes:
 - measurement of temperature and relative humidity
 - cleanliness review
 - monitoring and control for temperature and humidity
 - hardware placement and configuration review
 - contaminant measurement
 - analysis of electrical and equipment grounding
- **Initial Audit Report.** Sun will provide Customer with a written initial audit report within ten (10) calendar days of completing the on-site environmental assessment. The initial audit report will cover preliminary findings and identify any recommended time critical actions to help stop or prevent damage to Customer's hardware by making adjustments or changes in the Environment.
- **Final Audit Report.** Sun will provide Customer with a final audit report within thirty (30) calendar days after completion of the on-site environmental assessment. The final audit report will include the initial audit report, data and testing results, detailed findings and analysis of the testing results, and recommended actions to help stop or prevent damage to Customer's hardware by making adjustments or changes in the Environment. Sun will provide Customer with three copies of the final audit report.
- **Post-Audit Site Visit.** If requested by Customer, Sun will make an on-site Presentation to Customer of the results of the on-site assessment.
- **Limitation of Service.** This Service will provide Customer with recommendations for Customer's Environment. Such recommendations address Customer's current Environment only, are not system-specific, and will not necessarily place Customer in compliance with specific environmental requirements for any non-Sun hardware.

3. Customer Responsibilities

- Customer must have in effect a support contract as specified by Sun covering at least one (1) of the Sun systems that are included in the Environment for which Customer is requesting the Environmental Assessment Service.
- Customer will supply to Sun the name and telephone number of an employee to act as the designated point of contact for purposes of this Service.
- Customer will provide Sun-authorized personnel with access to Customer's Environment and other areas related to the maintenance of the Environment and necessary to conduct the on-site environmental assessment, as determined by Sun in its reasonable discretion. Customer will agree with Sun on a firm date for the on-site environmental assessment with at least fourteen (14) calendar days advance notice.
- Customer will provide access to relevant documentation and building prints, and will permit Sun-authorized personnel to photograph the Environment as necessary in order to provide the on-site environmental assessment.
- Customer will allow Sun to interview key Customer personnel and will cooperate with Sun in scheduling and processing such interviews.
- Customer, working with Sun, will determine the need for any follow-on environmental services resulting from the on-site environmental assessment. Customer is solely responsible for implementing any remediations suggested by Sun pursuant to this Service. Any such remediations are not included as a part of this Service.
- The Deliverables described in this Service will be deemed accepted by Customer upon delivery.

This Service is subject to your existing services agreement with Sun that governs the delivery of Services. If you do not have a services agreement with Sun that would govern the delivery of Services, then Sun's delivery of Services shall be subject to the terms located at www.sun.com/sales/salesterms. This Service Listing or SOW does not constitute an offer by Sun. The Services described above are subject to availability and unless otherwise stated, are only available within the above-referenced country. Any reference to "Customer" in this Service Listing entitled to receive the Services.

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