

Sun StorEdge 6130 Array Installation Service Listing

Mexico

1. Scope

This Service provides Customer with installation and limited customization of Customer's Sun StorEdge 6130 Array product ("Covered Array"). This includes site audit, installation planning, installation specification, installation and customization of customer's Covered Array hardware and Sun-designated software, acceptance testing, installation verification and system turnover.

Please check with your local Sun sales representative for availability.

2. Tasks and Deliverables

- **Installation Planning (On-Site).** Sun and customer will plan and document the installation schedule, resources, delivery date, installation date(s), and power requirements.
- **Site Audit (On-Site).** Sun will review and document the Customer environment prior to developing array build documentation.
- **Installation Specification.** Sun will explain Covered Array Data Services, RAID, LUN, and connectivity features to Customer. Sun will also review Customer provided information about Customer's host server(s).
- **Statement of Installation.** Sun will verify completion of pre-installation tasks and the supported configuration. Customer will sign off to start installation.
- **Installation and Customization of Sun Hardware and Software.** Sun will unpack components and review the packing list. Sun will install rack(s) and components, connect array to host system(s), setup storage pools, volumes and storage domains, and power up the array. Sun will install Solaris(TM) Operating Environment patches, if applicable, on Sun servers. Sun will configure RAID groups, LUNs and port connectivity per Sun-approved Customer specifications. Sun will connect Covered System to Customer's private management LAN.
- **Cabling.** Connection of fiber, serial, SCSI, Ethernet or other appropriate Sun-supported cabling from Covered Array equipment to Customer servers or workstations is subject to the following restrictions:
 - Upon Customer's request and if site policy permits, Sun will perform limited laying of cabling purchased from Sun meeting the following conditions:
 - Cables must not exceed fifteen (15) meters in length
 - Cables must be located within the confines of a single room
 - Cables will not be installed higher than the top of the Sun rack
 - Below-floor cabling will only be performed in a raised floor environment
 - Sun will not lay cables that must pass through ceilings or walls
 - Installation of cabling which does not meet these conditions may be declined by Sun or subject to additional time and materials charges. Sun reserves the right to decline installation of cables in environments where Sun determines that potential safety hazards exist.
 - Connection of the Covered Array to a storage area network (SAN) may involve additional charges depending on the complexity of the environment and the scope of the work.

- **Installation Verification.** Sun will verify the host connectivity of Sun servers to Covered Array equipment.
- **System Turnover.** Sun will conduct a review of the installation and any associated documentation and provide an installation report for Customer's signature.

3. Customer Responsibilities

- Upon Sun's request, Customer will provide Sun with access to Customer's facilities, systems, and operating environment, including root access.
- Customer will supply Sun with configuration information necessary to complete array build documentation.
- Customer will provide Sun with the final configuration specification for Covered Array RAID, LUN, and connectivity.
- During acceptance testing the Customer has the responsibility of overseeing the connectivity and verification of communication between the host server and the Covered Array.
- Depending upon Customer's proximity to a Sun location, Customer may incur additional travel, accommodation and per diem expenses.
- This Service includes the basic configuration activities described above. For additional configuration and implementation services including, but not limited to, switched fabric architecture, server file system or volume management implementation, and implementation of optional software packages, please contact your Sun sales representative.

4. Additional Provisions

Hours of Service. Unless otherwise expressly agreed upon between Customer and Sun, the Service will be provided during Sun's local business hours, excluding Saturdays, Sundays, and public holidays. For more information regarding Sun's local business hours, Customer may go to <http://www.sun.com/service/support/localinfo.html> or contact a Sun sales representative.

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.

