

Sun Java StorEdge^(TM) Software Installation Service

Venezuela

1. Scope

This service provides the Customer a time bound Installation:

- Sun Java StorEdge Software: 80 hours

The installation will be based on the customer's request for specific Sun Java StorEdge software components ("Covered Software"). This service must be delivered during the twelve (12) month period after the subscription start date as stated in the Entitlement Document.

2. Tasks and Deliverables

- **Project definition.** Sun will meet with the Customer and define the project approach and discuss roles, responsibilities and the work schedule.
- **Install software.** Sun will install the selected set of Covered Software at the Customer's site. This task is complete when the Covered Software components start successfully as defined in the software component installation documentation.
- **Test software.** Sun will test the overall functionality of the installation of the Covered Software and demonstrate basic component capabilities to the Customer.
- **Knowledge transfer.** Time permitting, Sun will provide an informal hands-on knowledge transfer to Customer's immediate team (no more than 6 people) and deliver all standard documentation.
- **Project closure.** Sun and the Customer will confirm that the required tasks for this Service, as detailed in the project approach, were completed.

3. Customer Responsibilities

Customer shall provide Sun with the following:

- **Point of Contact.** Supply to Sun the name and telephone number of an employee to act as the designated point of contact for the purpose of delivering this Service.
- **Configuration Information.** Customer will supply to Sun configuration information that is necessary to complete Covered Software build documentation. This includes, but is not limited to, information about network connectivity and configuration, RAID, LUN, system management services, system and domain naming, and IP configuration.
- **Site and Systems access.** Upon Sun's request, provide Sun with access to Customer's facilities, systems, and operating environment. Provision of an appropriate target hardware system for product install, with functional current operating system and associated patches, root access, network connectivity, and adequate disk space, ready for use starting on the first day of the engagement. All hardware and software related to or impacted by the Covered Software (the System Environment) must be installed in accordance with Sun's quality standards.
- **Personnel access.** Appropriate staff to participate in the knowledge transfer for this Service.
- **System turnover.** Customer will not modify the System Environment prior to system turnover.
- **Entitlement.** Customer will hold a valid software license agreement for the Covered Software.
- **Schedule.** Sun's obligation to provide this Service and to meet service delivery dates is subject

to the Customer meeting Customer Responsibilities and scheduling services prior to the dates set forth in the Service Listing, unless these dates are extended at Sun's request.

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.

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