

## **Sun Software Standard Service Plan - United States**

### **1. Scope**

This Service provides Customer with 5x12 online and telephone support for software problems and other deliverables, as described in Section 2, below.

### **2. Sun's Tasks and Deliverables**

#### **2.1 Maintenance Assistance**

- **Support.** "Covered Software" is that software for which Customer has purchased this Service. The Service includes support for problems and issues that are based on malfunction of Covered Software ("Support"), including the documented behavior of interfaces (API's) that might be part of the software product. Problems and issues caused by other software code are excluded, i. e. no developer support is provided under this Service. The following outlines the support provided:
  - Online and telephone Support for all Covered Software problems during Sun's extended local business hours, excluding public holidays ("Assistance Hours").
  - Customer can request Support by accessing the Online Support Center at [www.sun.com/service/online](http://www.sun.com/service/online) and/or by telephone through local access phone numbers. Online Support may not be available for all Covered Software or in all locations.
- **Customer-Defined Priority And Response Time.** Customer may designate up to two (2) qualified System Administrators (defined in Section 3, below) as "Contacts". Additional charges may apply in the event that Customer requests designation of additional Contacts. Only Contacts may request support and assign, subject to Sun's concurrence, support priorities in accordance with the following guidelines:
  - **Priority 1- Urgent** (software is not operational) - An engineer can be expected to respond to Customer's request for support within four (4) Assistance Hours of receiving the request.  
Priority 1 calls may include, but are not limited to: Software/application hang (unable to save work in progress); software/application functionality failure causes data losses; a security breach vulnerability is identified.
  - **Priority 2- Serious** (software is not operating with full capability but is still operational) - An engineer can be expected to respond to Customer's request for support within eight (8) Assistance Hours of receiving the request.  
Priority 2 calls may include, but are not limited to: Impaired or broken functionality with significant impact to applications; frequent software/application failure, but no data loss; significant software/application performance degradation.

- Priority 3- Not Critical (software is up and running with limited or no significant impacts) - An engineer can be expected to respond to Customer's request for support within twenty-four (24) Assistance Hours of receiving the request. Priority 3 calls may include, but are not limited to: Bugs which cause limited or no direct impact to performance and functionality; request to replace a bug work-around; limited impact defective functionality; software performance support questions.

## 2.2 Software Releases and Patches

- **Software Enhancement Releases.** Unless otherwise specified by Sun, Customer will be entitled to receive each enhancement release for Covered Software, at such time, if any, as they are made commercially available. Enhancement releases and software documentation will be made available via electronic download.
- **Patches and Maintenance Release Access.** Unless otherwise specified by Sun, Customer will be entitled to receive patches and maintenance releases for Covered Software, as such are made commercially available. Patches and maintenance releases will be made available via electronic download.

## 2.3 Connected Services

- **Online Support Center Access.** Customer will receive access to the Online Support Center, which access may be used for Covered Software only, which allows Customer to perform multiple functions via the web, for example:
  - submit a Support request;
  - view the status of an existing Support request;
  - maintain support contract Contacts;
  - update software licenses;
  - obtain selected software updates.

Feature availability may vary by country. Sun may make service substitutions and modifications to the Online Support Center at any time. Use of the Online Support Center is subject to the sun.com Terms of Use.

- **SunSolve[SM] Online.** Customer is granted 7x24 access to SunSolve Online, which access may be used for Covered Software only, for Customer's internal use only, subject to the license terms in Customer's Agreement with Sun and any additional agreements entered into between Sun and Customer for the use of SunSolve Online. SunSolve Online provides access to both the SunSolve Knowledge Database and the SunSolve Patch Database. SunSolve Online includes the following:

- informational articles, reference guides and technical documents to help sustain and improve functionality, availability and system performance;
- help desk support articles, bug and patch reports with information for troubleshooting previously identified hardware and software issues;
- software patches for Sun-supported Covered Software;
- SunSolve EarlyNotifier[SM] service, which allows Customer to request to be notified when a SunSolve document is revised or updated.
- **Services, Support, and Software Notifications.** Customer will receive periodic Services, Support and Software Notifications from Sun via electronic means or otherwise. All information will be provided in English.

### 3. Customer Responsibilities

- Conduct proper integration and testing of software applications prior to using Covered Software. Specifically, testing should include stress, volume, end to end, and functional testing. The configuration of the testing environment should be identical to that of the applicable Covered Software and Sun supported hardware environment.
- Perform prescribed system maintenance, including but not limited to, installing patches, updating software or firmware, maintaining file systems, and tracking proactive diagnostic information.
- Ensure Contacts who place calls for support regarding the Solaris[TM] Operating System or for software running on the Solaris platform are Certified Solaris Administrators (minimum levels I and II) or must be otherwise qualified by Sun to diagnose and resolve Covered Software malfunctions with direction by Sun.
- Provide Sun with a valid Covered Software support contract number, Covered Software product identification code, and any other information reasonably requested by Sun, in order to demonstrate service entitlement prior to service delivery.
- Provide Sun with sufficient information to enable Sun to duplicate or replicate reported problems. Covered Software may not be supported by Sun on all hardware or software platforms or Sun may not be able to duplicate or replicate the problem on all platforms and, therefore, it is Customer's responsibility to determine prior to purchase whether the software is supported by Sun on Customer's platform.
- Promptly implement any remedial actions suggested by Sun. Software issues arising out of Customer's failure to implement remedial actions may result in additional time and materials charges for resolution.

- Use patches, new product deliverables, and other service deliverables which may be provided, with Customer's Covered Software only. No license for any other use or application is granted and any other use or application is prohibited.
- For Sun software on non-Sun platforms the following additional customer responsibilities and limitations apply:

Sun will diagnose problems with Covered Software on a non-Sun Platform (non-Sun hardware, non-Sun operating systems, or other non-Sun software that is underlying Software, i.e., middleware) and determine whether it is caused by the supported software or by the unsupported non-Sun Platform.

The following conditions are applicable in determining support obligations from Sun:

- Only qualified configurations as listed in the release notes/product description or on the product specific Sun web sites are supported.
- The Software installed is unmodified as shipped from Sun, having had only Software patches provided by Sun and vendor-specific drivers applied.
- Sun works only on problem resolution if the problem can be reproduced on original Sun platforms (i.e., Sun sold platforms, not non-Sun systems with Sun UltraSPARC® processor) or on Sun's reference platforms for the qualified configurations. If Sun cannot reproduce the problem on these platforms it is at Sun's sole option whether to provide additional support and to ask the customer to send in its platform for further investigation.

If Sun determines the problem is in the supported software, Sun will continue to provide support and possible, resolution of the problem in the same fashion and with the same limitations as if the software were running on a Sun platform or on a Sun reference platform.

#### 4. **Additional Provisions**

- Sun will use commercially reasonable efforts to resolve Customer's service request. However, there are service requests for which a resolution will not be reasonable possible.
- **Limitations on Support.** Sun has no obligation to provide service for problems caused by Customer's: (i) accident, neglect, misuse or modification of the software; (ii) failure to follow installation environment recommendations; (iii) use of the software on any systems other than those hardware and software platforms supported by Sun with respect to the Covered Software; or (iv) failure to incorporate or implement any patch, maintenance release, or workaround previously provided by Sun which would correct or mitigate the problem(s).

- **Right to Discontinue Support.** It may become necessary as part of Sun's product lifecycle of no more licensed software products to discontinue support according to Sun's End Of Service Life Policy and, therefore, Sun reserves the right to discontinue support for certain software products or versions during the course of the Schedule. Sun's End Of Service Life Policy is posted on Sun's web pages.
- **Additional Fee Services.** For an additional fee, Customer may purchase the following additional services, where available:
  - **Additional Contacts.** Customer may designate suitably qualified employees as additional Contacts.
  - **Service Account Manager.** Sun will assign a Sun Account Manager (part time/assigned or full time/dedicated positions available). The Sun Account Manager may also provide available information on known bugs, potential system problems, and currently available patches. The Sun Account Manager will provide a semi-annual account review of Customer's service activity and requirements as requested by Customer. These services are provided during Sun's normal local business hours, excluding public holidays.
  - **Dedicated Technical Support Engineer.** Sun will assign a Dedicated Technical Support Engineer to assist as a technical resource with knowledge of the customer's environment to manage support problems and issues. These services are provided during Sun's normal local business hours, excluding public holidays.
  - **Additional Media.** Additional copy(ies) of physical media for Software Enhancement Releases for the Covered Software.

In the event that Customer purchases the above-described Services from Sun, this Service Listing or SOW is incorporated by reference in and subject to the terms of the agreement which has been most recently entered into by the parties and under which Customer may order products and services from Sun ("Agreement"). Sun is not obligated to perform the Services described in this Service Listing or SOW unless Customer has an Agreement with Sun and has received an order confirmation from Sun accepting Customer's purchase order or electronic order for the Services. This Service Listing or SOW does not constitute an offer by or invitation to contract with 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 refers to the party that enters into the Agreement with Sun. Such party may be referred to in the Agreement as "Company", "Customer" or other appropriate term.

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