

## Sun Software Standard Service Plan

United States

### 1. Scope

This Service provides Customer with 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 or by configuration of the interoperability with other software products are excluded, i. e. no developer, no custom code, no architectural 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 should request Support by accessing the Online Support Center at [www.sun.com/service/online](http://www.sun.com/service/online). Support can also be requested by telephone through local access phone numbers. Online support is available through the internet.
- **Customer-Defined Priority And Response Time.** Customer must designate qualified personnel (defined in Section 3, below) as "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. Requesting support by accessing the Online Support Center is the preferred request method and immediately provides Sun with necessary support request information to be able to assign the most appropriate support engineer.

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; software/application malfunction causes restart, hang, or suspend; 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. Requesting support by accessing the Online Support Center is the preferred request method and immediately provides Sun with necessary support request information to be able to

assign the most appropriate support engineer.

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. Requesting support by accessing the Online Support Center is the preferred request method and immediately provides Sun with necessary support request information to be able to assign the most appropriate support engineer.

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.

- **Components Supported.** If Covered Software includes the Linux Operating System, this Service covers only the Linux Operating System software components supported by the Independent Software Vendor ("ISV") or other entity which owns the covered Linux Operating System software.
- **Usage Support.** Customer can request assistance for questions on documented features of Covered Software that can be answered based on the information available in Sun's information repositories available for contract customers and without specific knowledge of customer's configuration and environment.

## 2.2 Software Releases and Updates (Patches)

- **Software Release Access.** Unless otherwise specified by Sun, Customer will be entitled to receive each release for Covered Software, at such time, if any, as they are made commercially available. Software releases and documentation will be made available via electronic download. If Linux Operating System software is part of Covered Software, Customer can access software releases and documentation for Linux Operating System software from the original provider's support website.
- **Software Update (Patch) Access.** Unless otherwise specified by Sun, Customer will be entitled to receive software updates (patches) for Covered Software, at such time, if ever, as such updates are made commercially available. Software updates (patches) will be made available via electronic download. If Linux Operating System software is part of Covered Software, Customer can access software updates (patches) for Linux Operating System software from the original provider's support website.

## 2.3 Connected Services

- **Software Updates for Solaris™ Operating System.** If Solaris Operating System software is part of Covered Software, and unless otherwise specified by Sun, Customer

will be entitled to receive software updates (security fixes, recommended updates, patches, etc.) for covered Solaris Operating System software, at such time, if ever, as such updates are made commercially available. Software updates will be made available electronically via the Sun Update Connection service. The service allows the Customer to update systems either locally or via the web, including:

- Notifications of available system updates relevant to registered systems;
  - View all available updates for registered systems;
  - Update a single system via a local client;
  - Update multiple systems via a Sun-hosted web service.
- **Sun Update Connection Enterprise Knowledge Service.** If Sun Update Connection Enterprise is part of Covered Software, Customer will receive access electronically over the Internet to the Sun Update Connection Enterprise knowledge service ("Knowledge Service"), which is for Customer's internal use in connection with covered Sun Updated Connection Enterprise software only.

Customer may access the types of "Knowledge Channels" for use only in connection with the number of CPU sockets for the term for which Customer has paid a subscription, as specified in the applicable quote or order confirmation.

The Knowledge Service provides Customer with patch rules, patch (PKG/RPM) dependency information and other information for accessing patches and updates for certain supported operating systems from Sun or third party licensors, such as RedHat, SuSE and Solaris ("Supported Distributions"), as such data and information are made commercially available. As part of its functionality, the Knowledge Service alerts Customers of Supported Distributions to certain recommended software components and data (collectively, "Components") that such Customers may install and use in connection with facilitating upgrades to and maintenance of their operating systems. Sun will only provide Customers holding current, valid licenses and/or subscriptions for Supported Distributions with copies of and/or access to these Components, or alert Customers to obtain such components directly from the applicable licensor.

Customer acknowledges that Customer's use of the Knowledge Service may be disrupted periodically due to planned service interruptions. Sun will make commercially reasonable efforts to minimize the impact of planned service disruptions and to notify Customer in advance of any scheduled downtime in connection with such services.

- **Online Support Center Access.** Customer will receive access to applicable resources in 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 (not for Linux Operating System and Sun Update Connection Enterprise software);
- Obtain selected software updates (not for Linux Operating System and Sun Update Connection Enterprise software).
- **SunSolve[SM] Online.** Customer is granted 7x24 access to the SunSolve database for Customer's internal use and for Covered Software only, subject to the terms and conditions of the SunSolve License Agreement. Customer will be required to register for an Online Account and to accept the SunSolve License Agreement online in order to access the SunSolve database. Customer agrees and acknowledges that such SunSolve License Agreement will govern Customer's access and use of the SunSolve 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 software update (patch) reports with information for troubleshooting previously identified hardware and software issues;
  - Software updates (patches) for 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.
- **Web Learning Center for Solaris Operating System.** If Solaris Operating System software is part of Covered Software, Sun will provide Customer one or more web based training courses for covered Solaris Operating System software selected for Customer by Sun. There may be limitations on the countries in which courses may be used, and the courses may consist of courses available at no charge to the general public. A self-assessment will be provided for some of the Solaris system and network administration courses.

### 3. Customer Responsibilities

- **Integration and Testing.** Customer will 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.

- **System Maintenance.** Customer will perform prescribed system maintenance, including but not limited to, installing software updates (patches), updating software or firmware, maintaining file systems, and tracking proactive diagnostic information.
- **Qualified Personnel.** Customer will ensure Contacts who place calls for support regarding Covered Software are certified or trained on Covered Software to diagnose and resolve Covered Software malfunctions with direction by Sun. Contacts who place calls for support regarding the Solaris[™] Operating System or for software running on the Solaris platform must be Certified Solaris Administrators (minimum levels I and II) or otherwise qualified by Sun.
- **Contract Information.** Customer will 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.
- **Case Data.** Customer will provide Sun with a reproducible test case or 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. Therefore, it is Customer's responsibility to determine, prior to purchase, whether the software is supported by Sun on Customer's platform.
- **Remedial Actions.** Customer will 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.
- **Service Reach.** Customer will use software updates (patches), new product deliverables, and other service deliverables with Customer's Covered Software only. No license for any other use or application is granted and any other use or application is prohibited.
- **Sun Update Connection Enterprise Customer's Responsibilities.** The following Customer's responsibilities are applicable if Sun Update Connection Enterprise software is part of Covered Software:
  - **Connectivity.** Customer is responsible for all telecommunications, remote connectivity, security, and Internet access, and all related fees, in connection with Customer's use of covered Sun Update Connection Enterprise software and the Knowledge Service.
  - **Client-Side Licenses.** Customer is responsible for procuring and purchasing the necessary licenses and rights to use, and for supporting, any required client-side hardware, software, service, and other technology and system requirements for use of the covered Sun Update Connection Enterprise software and Knowledge Service as specified by Sun in the administrative guide and other applicable documentation.
  - **Supported Distributions' Licensors.** Customer is solely responsible for

procurement and purchase of licenses and/or subscriptions to Supported Distributions and Components, including the rights to obtain and use any patches, packages and updates thereto, from the applicable licensor.

- **Download and Installation.** Customer is responsible for successful download and installation of covered Sun Update Connection Enterprise software prior to use of the Knowledge Service.

#### 4. Additional Provisions

- **Resolution.** 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 software update (patch), maintenance release, or workaround previously provided by Sun which would correct or mitigate the problem(s).
- **Non-Sun Platform Support.** 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 updates (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.

- **Feature Availability.** The following limitations apply:
  - The Sun Update Connection service is continually evolving. Sun may make service substitutions and modifications to the Sun Update Connection at any time.
  - The URL for a technical FAQ for covered Sun Updated Connection Enterprise software is subject to change and may be updated and/or removed at Sun's discretion.
  - Feature availability of the Online Support Center 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.
- **Right to Discontinue Support.** It may become necessary as part of Sun's product lifecycle to discontinue support according to Sun's then-current End Of Service Life Policy and, therefore, Sun reserves the right to discontinue support for certain software products or versions during the duration of the contract in accordance with such End Of Service Life Policy. Sun's End Of Service Life Policy is posted on Sun's web pages.
- **Indemnification.**
  - A. INDEMNIFICATION.
    1. Sun will defend or settle, at its option and expense any legal proceeding brought against Customer to the extent it is based on a claim brought by a third party that the use of any Sun-written code within the Covered Software and used on the Covered Systems (the "Sun Code") infringes or misappropriates (i) such third party's Berne Convention copyrights, or (ii) registered patent rights or trade secret rights in any country where Sun has a subsidiary (collectively, an "IP Claim"), and will indemnify Customer against all damages and costs (including reasonable attorneys' fees) attributable exclusively to such claim awarded by the court finally determining the case.
    2. Sun's indemnification obligation set forth in Section 1 above is conditioned upon Customer (i) providing written notice to Sun within thirty (30) days of learning of an IP Claim; (ii) providing all available information and assistance to Sun at Sun's reasonable expense and not compromising or settling the IP Claim; and (iii) providing Sun sole control of the defense and settlement of the IP Claim.
    3. Should the Sun Code become or, in Sun's opinion, be likely to become the subject of an IP Claim pursuant to Section 1 above Sun, at its option, may (i) procure for Customer, at no additional cost to Customer, the right to continue to use the Sun Code, (ii) replace or modify the Sun Code, at no additional cost to Customer, to make such Sun Code non-infringing, provided that substantially similar functionality and performance is obtained with the replacement or modified software, or (iii) if the right to continue to use the Sun Code cannot be procured under commercially reasonable terms, or such Sun Code cannot be replaced or modified at commercially reasonable time and expense, remove the Sun Code from the Covered Software and require Customer to immediately return such Sun Code to Sun; in the case of (iii), Sun will continue to provide the Service for the balance of the Covered Software. Sun's performance of (i), (ii) or (iii) above shall be Customer's sole and exclusive remedies

for infringement of intellectual property rights of any third party.

4. Notwithstanding the foregoing, Sun shall have no obligation to indemnify and defend Customer or to pay costs, damages or attorneys' fees for any claim based upon (i) the combination, operation, or use by Customer of Covered Software with other equipment, code, programs or data not supplied by Sun if such infringement would have been avoided but for the combination, operation or use of the Covered Software with other equipment, code, programs or data; or (ii) use by Customer of other than the then-latest version of Covered Software, if such infringement could have been avoided by the use of the latest version of the Covered Software and such latest version had been made available to Customer; or (iii) modifications by Customer of the Covered Software in the event such infringement is caused by such modifications; or (iv) use by Customer outside the scope of the granted license(s) and/or other than on the Covered Systems.

#### B. LIMITATION OF LIABILITY

TO THE FULLEST EXTENT ALLOWED BY ANY APPLICABLE LAW, SUN'S LIABILITY TO INDEMNIFY AND DEFEND UNDER SECTION A (INDEMNIFICATION) ABOVE SHALL NOT EXCEED \$100,000. IN NO EVENT WILL SUN BE LIABLE FOR ANY INDIRECT, PUNITIVE, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LOST PROFITS IN CONNECTION WITH ITS OBLIGATION UNDER SECTION A (INDEMNIFICATION) ABOVE.

- **Additional Fee Services.** For an additional fee, Customer may purchase the following additional services, where available:
  - **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 software updates (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.
  - **Additional Media.** Additional copies of physical media for Software Enhancement Releases of 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 current agreement under which Customer may order products and services from Sun ("Agreement") or, if there is none and the Services are nevertheless delivered by Sun, the delivery of those Services will be governed by the Sun General Terms and its Purchasing Exhibit together with all applicable Appendices thereto. 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 or geography. 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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