

## Schedule 1

### Service Specification

#### Objectives

This schedule provides the specifications of the Service provided by Fujitsu under the Agreement.

If this schedule contains provisions that differ from the terms of the Service Usage Agreement, the provisions of this schedule shall prevail.

#### 1. Specifications for the On-demand Virtual System Service

##### (1) Virtual Machines

Type	CPU Performance Index (*1)	Number of Virtual CPU's (*2)	Memory (GB)
Mini	0.5	1	1.7
Economy	1	1	1.7
Standard	2	1	3.4
Standard 7	2	1	7.5
Standard 15	2	1	15
Standard 30	2	1	30
Advanced 3	4	1	3.4
Advanced 4	4	1	7.5
Advanced 15	4	1	15
Advanced 30	4	1	30
High-performance 3	8	2	3.4
High-performance 7	8	2	7.5
High-performance	8	2	15
Double High 7	16	4	7.5
Double High 15	16	4	15
Double High (*3)	16	4	30
Quad High15 (*3) (*4)	32	8	15
Quad High30 (*3) (*4)	32	8	30
Quad High (*3) (*4)	32	8	60

\*1: Appropriately Xeon 1.0GHz (in 2007) per CPU Performance index 1.

\*2: Number of virtual CPUs could be varied in future requirements. Since CPU resource is statically assigned to each VM, VM usage does not affect other VM's performance.

\*3: This VM type cannot be applied with "Red Hat Enterprise Linux 5.x(32bit)", "Red Hat Enterprise Linux 6.x(32bit)", "CentOS 5.x(32bit)" and "CentOS 6.x(32bit)" due to non-assurance of sufficient memory.

\*4: This VM type is available for Japan(East/West), Europe-Germany and Europe-UK(London East/North).

<b>Functions provided</b>	<b>Content</b>
System disk	10 to 40 GB
Operating system provided (*2)	As listed in <b>Appendix 1</b> of this Schedule
Software provided (*2)	As listed in <b>Appendix 2</b> of this Schedule
Number of private IP addresses allocated to Virtual Machines	1
Number of additional disks that can be connected to Virtual Machines	Up to 14 disks (The capacity of each disk can be specified freely between 10 GB and 1 TB)
Disk capacity for system backups	The disk capacity required for the system is automatically allocated when backups are taken.
Disk capacity for data area backups	The capacity for additional disks is automatically allocated when backups are taken.

\*1 CPU performance index 1 is equivalent to a 1.0 GHz Xeon CPU.

\*2 Of the operating systems and software provided together with Virtual Machines, Fujitsu shall accept and reply to questions relating to those software items defined as “supported” at the time when the Virtual Machine is deployed using the Service Website. The details of this support are stipulated **Schedule 5 - Software Support Specifications**.

(2) Virtual Systems

<b>Functions provided</b>	<b>Content</b>
Number of virtual subnets per Virtual System	Select from 1-tier, 2-tier and 3-tier systems
Number of firewalls per Virtual System	1
Number of global IP addresses that can be acquired per Virtual System	10

(3) Global IP Address Service

The Global IP Address Service provides global IP addresses that are required to perform Internet communications from the Virtual System.

(4) Internet Connection Service

The Internet Connection Service provides an environment for connecting to the Internet using global IP addresses for which the Customer has created correspondences with private IP addresses. At least one global IP address is required to use the internet Connection Service.

(5) Load Balancing Service

The Load Balancing Service balances accesses to a single representative private IP address within a virtual system among multiple Virtual Machines that have been registered as a load balancing group.

(6) System Template Service

The System Template Service provides templates that allow Virtual Systems to be created with a single operation.

(7) Helpdesk Service

As part of the Service, the Customer is provided with a helpdesk to answer questions and queries relating to the detailed specifications of the Service (for example, how to set up and use Virtual Machines and Virtual Systems), but excluding questions and queries relating software provided by the Service).

Fujitsu shall provide helpdesk service availability in accordance with the table below.

Times during which inquiries will be accepted	Monday to Friday 9am to 9pm AEST (excluding public holidays)
Contact method for inquiries	Email or telephone
Preconditions for using the helpdesk	The latest patch programs for the functions of the Service (provided by Fujitsu) must have been applied to the supported Virtual Systems.
Questions must be limited to	<ul style="list-style-type: none"> <li>· Questions relating to the detailed specification for the service (eg how to set up and use Virtual Machines and Virtual Systems).</li> <li>· Questions relating to investigating the causes of problems and taking measures in cases where the supported Virtual Systems do not operate “normally”.</li> </ul>

## 2. Service Website

Fujitsu shall provide a Service Website so that the Customer can use the Service. The following Customer environment is required to use the Service Website.

Screen resolution	Minimum: 1024x768, Recommended: 1280x1024 or higher
Operating system	Microsoft Windows Vista SP2 (32bit) Microsoft Windows 7 (32bit/64bit) Microsoft Windows 8 (32bit/64bit) Microsoft Windows 8.1 (32bit/64bit)
Web browser	Microsoft Internet Explorer 7/8/9/10/11* Mozilla Firefox 35 * SSL-VPN connection is not supported with 64bit version of Internet Explorer 8/9.
Flash Player	Adobe Flash Player 10
Java Runtime Environment	JRE6.0 update24 or higher

## 3. Limitations

(1) The Customer acknowledges that the following limitations apply to the Virtual System Service:

- If an automatic failover occurs, the data that was being processed in the memory of the Virtual Machine is not guaranteed.
- Multiple Virtual Machines cannot connect to the same additional disk simultaneously.
- The capacity of additional disks that have already been created cannot be changed.
- If "individual settings" is selected for the private IP address space settings, new Virtual Systems cannot be created outside the specified private IP address range.
- Global IP addresses are allocated automatically and the Customer cannot specify global IP addresses on their own.
- The Customer cannot freely specify MAC addresses for Virtual Machines.
- When backing up Virtual Machines, it is not possible to collect a dump using the “Non-maskable Interrupt” button.

(2) The Customer acknowledges that the following limitations apply to software support:

- Support for Virtual Machines does not include investigating the causes of problems by collecting dumps.
- It is not possible to apply for the service for upgrading the version or level of a software program, which is provided by the dedicated support website (hereafter "Support Website").
- Of the functions for looking up or changing the Customer registration information, which are provided by the Support Website, the function for integrating support Portal Usage IDs cannot be used.

#### 4. Other specifications provided (for non-function items)

##### (1) Data management

- a. Data backups - Multiple generations of backups can be taken by executing backups from the Service Website. (Usage fees are incurred by the use of virtual memory disks.)
- b. Data erasure - At the point when a virtual memory disk is returned, data is completely erased by overwriting the data on the virtual memory disk and then erasing the data.
- c. Data protection - The data in virtual memory disks is held in encrypted form.  
Log collection - In order to analyze the root cause of problems that may occur, Fujitsu collects logs of illegal accesses from outside, logs of operations by the Customer, and logs of work performed by Fujitsu. These logs are then stored for seven years from when they are collected.

##### (2) Security

- a. Acquisition of official certification - The service has acquired ISMS certification and Privacy Mark certification.
- b. Restrictions on handling information - Fujitsu does not retain access rights to the Customer's Virtual Machines, and conducts administration activities using work rights that have been strictly and rationally restricted to the minimum necessary for Fujitsu system operations.
- c. Information handling environment - The data handling environment is secured in data centers that have acquired an "AAAI" information security rating (issued by I.S. Rating Co., Ltd.).
- d. Authentication environment for using the service - The Service provides an authentication environment that performs authentication using two or more elements in the environment for logging in to the Service Website.
- e. Access control environment - The Service provides an access control environment for demarking administration privileges and usage privileges in the user environment.
- f. Compartmentalization with VLAN - The Service provides an independent environment by using VLAN to compartmentalize user networks from one another.
- g. Method for issuing electronic certificates - The Service uses the SHA-256 encryption algorithm when issuing electronic certificates.
- h. Certificate revocation list management - The Service manages the certificate revocation list.

##### (3) External connectivity

Virtual Private Networks (VPNs) and dedicated lines can be used in addition to Internet connections. It is possible to connect to the Service within the data center premises.

## Appendix 1

### Operating systems provided

Operating system	Licensor
Windows Server 2008 Standard Edition R2 64bit	Microsoft
Windows Server 2008 Enterprise Edition R2 64bit	Microsoft
Windows Server 2012 Standard Edition R2 64bit	Microsoft
Windows Server 2012 Enterprise Edition R2 64bit	Microsoft
CentOS 5.6 32/64bit (English)	(Open source software)
CentOS 5.9 32/64bit (English)	(Open source software)
CentOS 6.2 32/64bit (English)	(Open source software)
CentOS 6.4 32/64bit (English)	(Open source software)
Red Hat Enterprise Linux 5.7 32/64bit (English)	(Open source software)
Red Hat Enterprise Linux 5.8 32/64bit (English)	(Open source software)
Red Hat Enterprise Linux 5.9 32/64bit (English)	(Open source software)
Red Hat Enterprise Linux 6.3 32/64bit (English)	(Open source software)
Red Hat Enterprise Linux 6.4 32/64bit (English)	(Open source software)

## Appendix 2

### Software provided

Software	Licensor
Microsoft SQL Server 2008 R2 SE	Microsoft
Microsoft SQL Server 2012 SE	Microsoft