

## Schedule 5

### Software Support Specification

#### Objective

The purpose of this schedule is to provide details of the software support that is provided by Fujitsu as part of the Service.

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

#### 1. Target software for this support

Fujitsu shall provide support for the Software listed in Appendix 1 of this schedule. The Customer acknowledges that Fujitsu only supports the operating systems and software that Fujitsu provides together with the Virtual Machines, which are indicated as "supported" when the Virtual System is deployed from the Service Website.

#### 2. Software support provided

The Customer acknowledges that Fujitsu provides the following software support only:

##### (1) Problem resolution support:

Fujitsu shall accept questions regarding supported software in relation to the specifications for the supported software, how to operate the supported software and the causes of problems and taking measures in cases where the supported software does not run normally.

The Customer must lodge its questions via telephone, email or Fujitsu's prescribed support website (hereafter "Support Website"), and Fujitsu shall reply via telephone. Questions from the Customer must be in English and Fujitsu shall respond in English.

The Customer must use the support ID that has been assigned to the Customer by Fujitsu when asking questions.

Fujitsu shall suggest measures for resolving the problems or, if there is a patch program for the supported software that Fujitsu deems will be effective in resolving the problem, Fujitsu shall provide the patch program.

##### (2) Services via the support website:

Fujitsu shall provide the following information via the Support Website:

- a. The specifications for the supported software, how to operate the supported software, measures for avoiding faults, and other information held by Fujitsu; and
- b. Support histories.

#### 3. Time periods when software support is available

Software support shall be provided during the time periods indicated below.

##### (1) Problem resolution support:

- a. The time periods for accepting questions via telephone shall be stipulated for each supported software program in the Appendix 1 of this Schedule.
- b. The time period for accepting questions via email or the Support Website shall be 24 hours a day, 365 days a year.
- c. The time periods for replying to questions shall be stipulated for each supported software program in the Appendix 1 of this Schedule. If the time periods in the Appendix includes time periods outside normal business hours (where "normal business hours" refers to the time period between 9:00 AM and 9:00 PM on weekdays Australian Eastern Standard time and "weekdays" refers to the weekdays from Monday to Friday, except for public holidays in New South Wales), and if Fujitsu receives a question within such extended business hours, Fujitsu shall only reply within the extended business hours in cases where both Fujitsu and the Customer discuss the problem and agree that the matter is highly urgent.

#### 4. Responsibility with respect to this support

Fujitsu's responsibility to the Customer in relation to this support shall be limited to carrying out the support tasks stipulated in this schedule.

#### 5. Other

- (1) The Customer shall, at its own risk, apply the patch programs that are provided by Fujitsu in accordance with this schedule to the supported software. The Customer agrees to use these patch programs in accordance with the terms of this Agreement.
- (2) The Customer acknowledges that programs that the Customer has created (or is in the process of creating) using the supported

software are not supported by Fujitsu. Fujitsu's support does not cover the provision of advice, expertise or any other technical guidance in relation to creating programs.

## Appendix 1

### Supported Software

Supported software	Time periods for telephone support	Time periods for answering queries
Windows Server 2008 Standard Edition R2 64bit	24 hours a day, 365 days a year	24 hours a day, 365 days a year
Windows Server 2008 Enterprise Edition R2 64bit	24 hours a day, 365 days a year	24 hours a day, 365 days a year
Windows Server 2012 Standard Edition R2 64bit	24 hours a day, 365 days a year	24 hours a day, 365 days a year
Windows Server 2012 Enterprise Edition R2 64bit	24 hours a day, 365 days a year	24 hours a day, 365 days a year
CentOS 5.6 32/64bit (English)	24 hours a day, 365 days a year	24 hours a day, 365 days a year
CentOS 5.9 32/64bit (English)	24 hours a day, 365 days a year	24 hours a day, 365 days a year
CentOS 6.2 32/64bit (English)	24 hours a day, 365 days a year	24 hours a day, 365 days a year
CentOS 6.4 32/64bit (English)	24 hours a day, 365 days a year	24 hours a day, 365 days a year
Red Hat Enterprise Linux 5.7 32/64bit (English)	24 hours a day, 365 days a year	24 hours a day, 365 days a year
Red Hat Enterprise Linux 5.8 32/64bit (English)	24 hours a day, 365 days a year	24 hours a day, 365 days a year
Red Hat Enterprise Linux 5.9 32/64bit (English)	24 hours a day, 365 days a year	24 hours a day, 365 days a year
Red Hat Enterprise Linux 6.3 32/64bit (English)	24 hours a day, 365 days a year	24 hours a day, 365 days a year
Red Hat Enterprise Linux 6.4 32/64bit (English)	24 hours a day, 365 days a year	24 hours a day, 365 days a year

\* If the time periods in this Appendix includes time periods outside normal business hours (where "normal business hours" refers to the time period between 9.00 AM and 9:00 PM on weekdays Australian Eastern Standard time, and "weekdays" refers to the weekdays from Monday to Friday, except for public holidays in New South Wales), and if Fujitsu receives a question within such extended business hours, Fujitsu shall only reply within the extended business hours in cases where both Fujitsu and the Customer discuss the problem and agree that the matter is highly urgent.