



PRODUCT SUPPORT SERVICE SPECIFICATION

INTERACTIVE SUPPORT

FOR SOFTWARE

Terms and conditions for TekCare support.

Support Services

Offering description

Interactive Support incorporates technology to give Customer access to technical information that enables maintenance of Licensed Programs with access to code updates, frequently asked questions, technical tips and online documentation. Services shall consist of StorageTek® providing Customer access to available program defect correction information including corrected documentation, code updates, notice of availability of code updates, restriction, workaround or bypass. Services also include program updates that periodically incorporate corrections made by StorageTek to defects identified in the code.

Offering attributes

Customer Resource Center (24 x 7)

Interactive Support provides Internet access to StorageTek's Customer Resource Center (CRC) 24 hours a day, seven days a week (24 x 7). This allows viewing of technical information such as frequently asked questions, technical bulletins and online documentation. In addition, Interactive Support allows Customers to download software updates. Interactive Support Customers must request a login and password to access the CRC.

Customer responsibilities

Customers shall perform all activities in diagnosing the problem including problem isolation and problem determination, if applicable, and shall be responsible for all remedial actions. Such activities will include, but not be limited to, Customer gathering information to diagnose the problem, reviewing StorageTek's CRC for related fix information, downloading and applying applicable code fixes and patches, and maintaining the Licensed Program at a currently supported release and version level.

E-mail inquiries (24 x 7)

Interactive Support Customers will have 24 x 7 Internet access to StorageTek via a designated e-mail address. The Customer may submit questions about programs and their operation or request information on the latest fixes and patches. E-mail inquiries are monitored by StorageTek technical resources, responding to the Customer as time permits.*

*Customers should not expect an immediate response to e-mail inquiries.

Maintenance release notification database (24 x 7)

Interactive Support Customers will have access to information on code fixes and patches. Located on the CRC, the information is available any time, day or night. In most cases, Interactive Support Customers may download and install a software code fix or patch directly from the the CRC. Customer shall specify the Interactive Support code to receive the applicable fix or patch.

Services not covered under Interactive Support

Electronic problem reporting

Under Interactive Support, opening trouble tickets with StorageTek using Web-based problem reporting facilities or e-mail is not covered. Interactive Support is strictly an informational support service level and does not directly involve StorageTek in the determination or resolution of Customer problems.

Telephone support

Interactive Support is remote informational support only. Telephone support for problem reporting, determination and/or resolution is not covered.

Onsite

Onsite activity performed by StorageTek is not covered by Interactive Support. If requested, StorageTek may elect to perform onsite services under the then-current rates and terms for Billable Support Services.

Installation

Software License Program, release or version installation, is a Customer responsibility and not covered under Interactive Support. If requested, StorageTek may elect to install software under the then-current rates and terms for Billable Support Services.

- .. "Release" means modifications to Licensed Programs that do not cause a change in the model number and may add functionality. New releases are available from StorageTek upon request and are generally provided at no additional charge.
- .. "Version" means modifications to Licensed Programs that add significant functionality and result in a new model number. A new version may have an upgrade charge, a new initial license charge, a new periodic license charge or periodic support charge.

General exclusions*

The following services are not included in Services and, if performed by StorageTek, are billable on a time-and-material basis at StorageTek's then-current rates:

- All support services performed by StorageTek beyond the scope of the Services described herein;
- Support of any kind on a program which has been altered, modified, copied or used in such a manner not described by StorageTek's written documentation or as otherwise directed by StorageTek;
- Support of equipment, programs, facilities and other items not covered under a StorageTek Program Support Services or Product Support Services offering. StorageTek will provide commercially reasonable efforts to attempt to assist the Customer or the Customer's agent in problem isolation efforts.

*This is a partial list of exclusions.tt

Other terms

Periodic License charges

In cases involving Periodic License charges, payment of such license charges also entitles Customers to receive Services as described herein.

Periodic Support charges

In those cases where a Licensed Program does not have a Periodic License charge, Services are available through Customer's payment of Periodic Support charges as specified on the Schedule and defined herein.

General charges

Charges such as Periodic License charges and Periodic Support charges as specified on the Schedule will be invoiced in advance. After the first twelve (12) months, StorageTek may adjust Periodic charges.

All services performed by StorageTek beyond the scope of Services described herein are billable under the then-current terms for Billable Program Services.

License discontinuance or termination

When a subsequent release of a Licensed Program becomes available, StorageTek may discontinue Services for all prior releases upon six (6) months written notice.

When a subsequent version of a Licensed Program becomes available, StorageTek may discontinue Services for all prior versions upon twelve (12) months written notice.

StorageTek may terminate Services at any time by giving twelve (12) months prior written notice to the Customer.

Additional information

For additional information about our other TekCareSM Software Support services levels, Elite and Select, contact your StorageTek representative or visit www.storagetek.com.



ABOUT STORAGETEK®

Storage Technology Corporation (NYSE: STK) is a \$2 billion global company that enables businesses, through its information lifecycle management strategy, to align the cost of storage with the value of information. The company's innovative storage solutions manage the complexity and growth of information, lower costs, improve efficiency and protect investments. For more information, visit www.storagetek.com, or call 1.800.275.4785 or 01.303.673.2800.

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