

Schedule 1

Service Specification

Objectives

This Service Specification 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 FUJITSU Cloud Service S5 Usage Agreement, the provisions of this Schedule shall prevail.

- 1. The Service Specifications for the elements within the FUJITSU Cloud Service S5 are as set forth below.** The Customer is solely responsible for the choice of the elements and configuration of elements that constitute its particular aspect of the Service. Fujitsu has no liability regarding the suitability of the Service in meeting the Customer's particular requirements.

(1) Virtual Machines

Functions provided		Content					
Type of Virtual Machine		Mini	Economy	Standard	Advanced	High Performance	Double-High Performance
Virtual machine specifications	Number of virtual CPUs	1vCPU	1vCPU	1vCPU	1vCPU	2vCPU	4vCPU
	CPU performance index (*1)	0.5	1	2	4	8	16
	Memory allocation (GB)	1.7	1.7	3.4 / 7.5 / 15 / 30	3.4 / 7.5 / 15 / 30	3.4 / 7.5 / 15	7.5 / 15 / 30
System disk		10 GB- CentOS / Ubuntu , 40 GB RHEL - 180 GB , Windows 2008 / 2012					
Operating system provided (*2)		As listed in Appendix 1 of this Schedule					
Software provided (*2)		As listed in Appendix 2 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 10 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 Fujitsu shall accept and reply to questions relating to the operating systems and software provided with its Cloud infrastructure on the Virtual Machines, provided that software is referenced as "supported" at the time on the appendices hereto when the Virtual Machine is deployed using the Service Website.

(2) Virtual Systems

Functions provided	Content
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 Communication Service

The Internet Communication Service provides an environment for connecting to the Internet using global IP addresses. At least one global IP address is required to use the Internet Communication Service.

(5) Intranet Connection Service

The Intranet Connection Service provides a private connection between the Customer's FUJITSU Cloud Service S5 infrastructure selected by the Customer and the Customer's private network (on-net connection).

(6) 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.

(7) System Template Service

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

(8) Customer shall be provided with an API and Portal Usage ID.

The operating instructions issued via the API shall be regarded as having been issued by the Customer as if the instruction was made via the Service Website using the Portal Usage ID.

(9) Global Service Desk (GSD):

1. Fujitsu shall provide the Customer with help desk service associated with the Service outlined in the Agreement.
2. The Help Desk Service means the GSD to reply to questions as referenced below regarding the details of the Service Specification, how to set up or use Virtual Machines or Virtual Systems, but excluding questions and queries related to software provided by the Customer.
3. The Customer may email the GSD when the Customer suspects that the Service is malfunctioning.
4. Telephone replies from the GSD are 24x7x365.

Fujitsu shall provide GSD availability in accordance with the table below and the limitations set forth in Section 3 below.

Contact method for inquiries	Email or telephone
Preconditions for using the GSD	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">· Questions relating to the detailed specification for the Service (e.g., how to set up and use Virtual Machines and Virtual Systems).· Questions relating to investigating the causes of problems and taking measures in cases where the supported Virtual Systems malfunction.

2. Service Portal

The following Customer environment is required to use the Service Portal. Customer is responsible for ensuring that it has the necessary environment to enable it to access and use the Service including but not limited to sufficient Internet connections and bandwidth. The Customer agrees that the cost of the devices and communications environment required to use the Service Portal shall be borne solely by the Customer.

Screen resolution	Minimum: 1024x768, Recommended: 1280x1024 or higher
Operating system	Microsoft Windows XP SP3 (32bit) Microsoft Windows Vista SP2 (32bit) Microsoft Windows 7 (32 bit)
Web browser	Microsoft Internet Explorer 7/8
Flash Player	Adobe Flash Player 10
Java Runtime Environment	JRE 6.0 or higher

3. Limitations

(1) The Customer agrees that the following limitations apply to the 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.
- Support for Virtual Machines does not include investigating the causes of problems by collecting dumps.
- The Service does not provide a means to apply for upgrading the version or level of a software program, as that capability is provided by the dedicated support website (hereafter "Support Website").
- The function for integrating support Portal Usage IDs cannot be used among the functions for looking up or changing the Customer registration information.
- Fujitsu will provide the Service support only to the Customer. Should the Customer resell the Service, the third party recipient of the Service from the Customer will not be entitled to benefit from the Service support.
- The provision of the Service support is subject to the Customer having applied the latest patches to the Service, as provided by Fujitsu via the Service Website.
- Programs that the Customer has created (or is in the process of creating) using the Service 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.

(2) The Customer acknowledges and agrees that the following limitations apply to Software support:

- Fujitsu does not provide support for any software such as the Operating System Software.
- Fujitsu may from time to time provide the Customer with patch programs for the Software. It is the Customer's responsibility to apply the patch programs in a timely manner. The Customer acknowledges and agrees that patches that are provided by Fujitsu are based upon the Fujitsu template operating system. The Customer agrees to defend and hold Fujitsu and its affiliates harmless for any damage, loss, expenses or destruction of Customer Data that may be caused by the application of any such patch.

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 Portal. Usage Fees are incurred by the use of virtual memory disks. The Customer shall be responsible for all data back-ups including Customer Content and Customer Data. Customer holds Fujitsu and its affiliates harmless from any damage, corruption, loss and destruction of such Customer Content or Customer Data.
- 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.
- d. Log collection - In order to analyze the root cause of problems that may occur, Fujitsu collects logs of illegal or unauthorized accesses from outside, logs of operations by the Customer, and logs of work performed by Fujitsu. These logs are then stored for three years from when they are collected.

(2) Security

- a. Restrictions on handling information - Fujitsu does not retain access rights to the Customer's Virtual Machines, and conducts administration and monitoring activities utilizing administrator privileges and methods that are restricted to the minimum necessary for Fujitsu's system operations and the protection of Fujitsu's infrastructure. The Customer is responsible for encrypting its Customer Content and Customer Data.
- b. 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 Portal.

- c. Access control environment - The Service provides an access control environment for demarking administration privileges and usage privileges in the user environment.
- d. Compartmentalization with VLAN - The Service provides an independent environment by using VLAN to compartmentalize user networks from one another.
- e. Method for issuing electronic certificates - The Service uses the SHA-256 encryption algorithm when issuing electronic certificates.
- f. Certificate revocation list management - the Service manages the certificate revocation list.

(3) External connectivity/Intranet Connection

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.

5. Service Levels

- 1. Subject to clauses 5.2, 5.3, and 5.7, the time period for the provision of the Service shall be 24 hours a day, 365 days a year.
- 2. The Customer agrees that Fujitsu may conduct regular maintenance, from time to time, in order to ensure the smooth operation of the Service, and may temporarily interrupt the provision of the Service in order to conduct such regular maintenance. Fujitsu shall provide the Customer with at least 14 days advance notice that regular maintenance is to be conducted, via email and the Service Portal.
- 3. The Customer agrees that Fujitsu may temporarily interrupt the provision of the Service in order to conduct urgent maintenance. In such cases, Fujitsu shall promptly report to the Customer that urgent maintenance has been conducted promptly after the event.
- 4. In the event that the Operation Stoppage Time exceeds 0.05% within any given Billing Month, then the Customer may be entitled to a Service Credit of 10% of the total usage fees that have been incurred by the Customer within that same Billing Month. Any Operation Stoppage Time that has been accumulated within a Billing Month but which does not exceed 0.05% cannot be carried over into the next Billing Month.
- 5. The Service Credit can only be claimed if the Customer is not otherwise in breach of the Agreement and there are no outstanding payments due from the Customer. Fujitsu will have the discretion to determine whether the Customer is in breach of the Agreement for the purposes of this clause
- 6. Service Credits are non-transferable, non-refundable and are subject to a *de minimis* calculation of \$1. Once the Service Credit has been issued, the Customer will have no further claim against Fujitsu in relation to Operation Stoppage Time.

Cumulative value for the Operation Stoppage Time	Rate for calculating the usage fees that do not need to be paid
262.80 minutes/yr. (equivalent to an annual availability rate of 99.95%)	10%

- 7. The Customer acknowledges that Operation Stoppage Time does not include time during which the Service cannot be used or is in condition as a result of any of the following reasons:
 - (1) Regular maintenance;
 - (2) Force Majeure events;
 - (3) Orders from government or judicial institutions to halt business activities;
 - (4) Defects with the Customer's facilities;
 - (5) Difficulties with the access line in connecting to the Service;
 - (6) Defects with the software running on virtual machines (whether prepared by Fujitsu or the Customer);
 - (7) Defects with the settings that the Customer has implemented for virtual systems;
 - (8) Illegal operations by the Customer; and
 - (9) Attacks or illegal acts by third parties.
- 8. Under no circumstances will Fujitsu pay to Customer the amount in clause 5.4 in cash or by any other means, other than a credit to the account as set forth above.

Appendix 1

Operating Systems Provided with the FUJITSU Cloud Service S5 Infrastructure

Operating System	Licensor
Windows Server 2008 Standard Edition R2 SP1 64bit	Microsoft
Windows Server 2008 Enterprise Edition R2 SP1 64bit	Microsoft
Windows Server 2012 Standard Edition 64bit	Microsoft
Windows Server 2012 R2 Standard Edition 64bit	Microsoft
CentOS 5.6 (32/64bit)	(Open source software)
CentOS 5.9 (32/64bit)	(Open source software)
CentOS 5.11 (32/64bit)	(Open source software)
CentOS 6.2 (32/64bit)	(Open source software)
CentOS 6.4 (32/64bit)	(Open source software)
CentOS 6.6 (32/64bit)	(Open source software)
Redhat Enterprise Edition 6.x 64bit - Basic (No support Option)	Red Hat
Ubuntu Server 14 LT 64bit	Canonical

Fujitsu **does not** provide GSD support for the above operating systems.

Operating System	Licensor
Redhat Enterprise Edition 5.7 64bit - Premium (Full Support Option)	Red Hat
Redhat Enterprise Edition 5.8 64bit - Premium (Full Support Option)	Red Hat
Redhat Enterprise Edition 5.9 64bit - Premium (Full Support Option)	Red Hat
Redhat Enterprise Edition 6.3 64bit - Premium (Full Support Option)	Red Hat
Redhat Enterprise Edition 6.4 64bit - Premium (Full Support Option)	Red Hat

Fujitsu **does** provide GSD support for the above operating systems.

Appendix 2

Other Software Provided with FUJITSU Cloud Service S5 Infrastructure

Software	Licensor
SQL Server 2008 R2 Standard Edition	Microsoft
SQL Server 2012 Standard Edition	Microsoft
SQL Server 2014 Standard Edition	Microsoft

Fujitsu does not provide GSD support for the above software.