Renewal Confirmation Packet

HITACHI
Inspire the Next

July 1, 2026

Renewal Contract Package	0166061
Country	Colombia
End User	Secretaria Distrital del Habitat
Bill To	Procibernetica SA
Deal Status	In Progress
Purchase Order	26044
Purchase Order Received date	July 1, 2026
Deal Type	Renewal
Term Dates:	January 1, 2026 June 30, 2027

Thank you,
Hitachi Vantara

* For technical support, please call 1.800.446.0744 or go to :
http://www.hitachivantara.com/services/support

Product Name	Product Description	Serial Number	Solution Serial Number	Quantity	Service Level	Install Site ID	Start Date	End Date	Subscription Term	EOSL
043-995641-01.P	SVC VSP G350E Foundation Base Package - Premium Mo	453360	453360	1	47756	557255	1/1/2026	6/30/2027	COVERED	09/30/2030
043-995725-01.P	SVC VSP GXX0 Flash Pack 4 x 3.8TB SSD - Premium Mo	453360	453360	4	0	557255	1/1/2026	6/30/2027	COVERED	09/30/2030
043-995725-01.P	SVC VSP GXX0 Flash Pack 4 x 3.8TB SSD - Premium Mo	453360	453360	4	0	557255	1/1/2026	6/30/2027	COVERED	09/30/2030
043-995779-01.P	SVC VSP GXX0 Flash Pack 4 x 10TB NLSAS HDD - Premium Mo	453360	453360	4	0	557255	1/1/2026	6/30/2027	COVERED	09/30/2030
308-239073-03.P	SVC Mo G350 External Storage Base Lic - SW Sppt	453360	453360	1	47756	557255	1/1/2026	6/30/2027	COVERED	09/30/2030

Hardware Support Services Terms

Deliverable	Premium	Standard	Basic
Global Technical Support Target Response	Severity 1: 24/7 < 30 mins Severity 2: 24/7 < 2 hrs. Severity 3, 4, 5: 24/7 < 4 hrs. - 24/7 Global Live Channel Support -Portal or Telephone Case Creation	Severity 1: 24/7< 2 hrs. Severity 2: 24/7< 6 hrs. Severity 3, 4, 5: 24/7< Next Business Day. -24/7 Case creation via support portal only.	Severity 1: Within 8hrs Severity 2: Same Day[1] Severity 3,4,5: Local Business Hours -24/7 Case creation via Support Portal only.
On-site Target Response	Severity 1 24/7, Within 2 Hours Severity 2 24/7, Within 8 Hours Severity 3 & 4 Next Business Day -On-site presence requirement is determined by Hitachi Vantara: Distance and coverage restrictions may apply.	Severity 1 24/7, Within 12 Hours Severity 2 Same Day, During Local Business Hours[2] Severity 3 & 4 Next Business Day - On-site presence requirement is determined by Hitachi Vantara: Distance and coverage restrictions may apply.	- Next Business Day - On-site presence is determined by Hitachi Vantara: Distance and coverage restrictions may apply.
Replacement Parts Delivery Target[3]	Severity 1 24/7, Within 4 hours Severity 2 24/7, Within 12 hours Severity 3 & 4 Next Business Day - Targeted deliverable response can vary by location or geography.	Severity 1 24/7, Within 12 hours[4] Severity 2 Same Day, Local Business Hours[5] Severity 3 & 4 Next Business Day -Targeted deliverable response can vary by location or geography. - Parts replacement requirement is determined by Hitachi Vantara.	-Next Business Day -Targeted deliverable response can vary by location or geography. - Onsite parts replacement requirement is determined by Hitachi Vantara.
Corrective Maintenance	Priority Scheduling 24/7	Local Business Hours	Local Business Hours
Online Support Tools	Access 24/7	Access 24/7	Access 24/7
Preventative Maintenance[6]	Priority Scheduling 24/7	Local Business Hours	Local Business Hours
Hitachi Remote Ops	Included - In order to meet or exceed the applicable services level objectives, Hitachi Remote Ops (HRO) must be enabled.	Included - In order to meet or exceed the applicable services level objectives, Hitachi Remote Ops (HRO) must be enabled.	Included - In order to meet or exceed the applicable services level objectives, Hitachi Remote Ops (HRO) must be enabled.
AIOps	ClearSight Hitachi Remote Ops (HRO) must be enabled.	ClearSight Hitachi Remote Ops (HRO) must be enabled.	ClearSight Hitachi Remote Ops (HRO) must be enabled.
Priority Support[7]	24/7 - (24/7) Preferential treatment and priority handling within Global Support. - Sev-1 & 2 Engagement Manager Assigned, "Crit-Sit" Process Engagement (> 24 Hrs. Time-to-Resolution)	-	-

Software Support Service Terms

Hitachi Software products except the Software Applications listed below, are covered by a 90 day warranty to materially conform with Documentation. Software support services consist of:

- Global Technical Support [1] (remote assistance with fault isolation, use and operation of the software and related issues)
- Access downloads to minor Software Updates and Patches for Software (corrections, enhancements, improvements, and updates)
- 24/7 Access to online technical information, documentation, and downloads as applicable

[1] Targeted support response times vary by business impact classification. Severity levels include:
*Severity 1 Critical: **Premium**: 24/7 <30 minutes, **Standard**: 24/7 <2 hours, **Basic**: Local Business Hours*
*Severity 2 High: **Premium**: 24/7<2 hours, **Standard**: 24/7 <6 hours, **Basic**: Local Business Hours*
*Severity 3, 4, 5 Medium: **Premium**: Business Hours <4 hours, **Standard**: Next Business Day, **Basic**: Local Business Hours*

Software Applications- Pentaho (Data Integration and Analytics, Data Catalog, Digital Advisor, Master Data Management and Data Storage Optimizer) and Hitachi Visualization Suite and Hitachi Visualization Analytics***** Support Features

Deliverable		Standard	Premium	Enterprise
Named Maintenance and Support Services Contacts (Primary/Backup)		1/1	2/1	2/1*
Coverage		8x5	24x7**	24x7**
Support Cases		Unlimited	Unlimited	Unlimited
Knowledge Base Users		5	20	20
Target Initial Response Time	Severity 1	4 Business Hours	1 Hour	1 Hour
	Severity 2	1 Business Day	2 Business Hours	2 Business Hours
	Severity 3 or 4	2 Business Days	4 Business Hours	4 Business Hours
Pentaho Instructor Led Training-available for purchase ****				
Pentaho Free Self-Paced Training		All Users (Unlimited)	All Users (Unlimited)	All Users (Unlimited)
Assigned Pentaho Architect		No	No	Yes***
One-on-one guidance, mentoring and best practice discussions		No	No	Yes
Management of feature requests and support cases		No	No	Yes
Internal VM replicated customer environment for faster resolution		No	No	Yes [Vr]

Deliverable	Premium	Standard	Basic
Microcode/Firmware Updates	On-site or Remote (24/7)	Remote Only (Generally Available Microcode, Firmware & Security Vulnerability Patches) (Local Business Hours Scheduling Only)	Remote Only (Generally Available Microcode, Firmware & Security Vulnerability Patches) (Local Business Hours Scheduling Only)
Disk or Media Replacement	Next Business Day	Next Business Day	Next Business Day
Disk Retention Option (DRO)	Optional Add-On	Optional Add-On	Optional Add-On

Product Life-Cycle Matrix

The respective lifecycle of the platforms will be independent and defined by their respective lifecycle dates identified on the Product Life-Cycle Matrix.

Extended Life-Cycle Support

When possible, extensions to EOSL will be on a "Best Effort" basis only. This option is not guaranteed and is dependent on spares availability. "Best Effort" is defined in the Hitachi Vantara End of Life Policy. Please also reference What are the Risks of Operating Beyond End of Support Life (EOSL).

Hitachi Vantara's Support Website

Hitachi Vantara strongly encourages customers to register with our Support website. By doing so, customers can subscribe to receive Technical Bulletins to stay informed of critical product and security alerts. The customer acknowledges that failure to register with Hitachi Vantara's Support website and subscribe to Technical Bulletins may result in customer not receiving Technical Bulletins for which Hitachi Vantara will not be held liable.
Please visit Hitachi Vantara's Support Site to register and subscribe.