

Red Hat sells subscriptions that entitle you to receive Red Hat services and/or Software during the period of the subscription (generally, one or three years). This Appendix to the Order Form describes the “**Subscription Services**” that Red Hat provides for:

- Software product offerings (these subscriptions are called “**Software Subscriptions**”);
- Support and maintenance services offerings (these subscriptions are called “**Support Subscriptions**”); and
- Software delivery and management services offerings (these subscriptions are called “**Management Subscriptions**”).

The Exhibits to this Appendix provide additional terms concerning the Subscription Services. Whether you purchase Subscription Services from us or through one of our authorized Business Partners, we agree to provide you with the Subscription Services on the terms described in this Appendix, which includes the Exhibits and documents referred to in this Appendix (together, the “**Appendix**”). In exchange, you agree to comply with the terms of the Agreement, including this Appendix.

When we use a capitalized term in this Appendix without defining it, the term has the meaning defined in the Agreement to which this Appendix applies, such as the Red Hat Enterprise Agreement. In the event of a conflict, inconsistency or difference between this Appendix and an Exhibit to this Appendix, the terms of the Exhibit control.

红帽销售的订阅服务可让贵方在订阅期（通常为一年或三年）内收到红帽提供的服务和/或软件。本订购表附件描述了红帽为以下内容提供的“**订阅服务**”：

- 软件产品项目（这些订阅称为“**软件订阅**”）；
- 支持和维护服务项目（这些订阅称为“**支持订阅**”）；以及
- 软件交付和管理服务项目（这些订阅称为“**管理订阅**”）。

本附件的附录提供了与订阅服务相关的附加条款。无论贵方是直接向我们购买还是通过我们授权的商业伙伴购买订阅服务，我们都同意按照本附件（其中包括附录和本附件中提及的文档，统称为“**附件**”）中所述的条款为贵方提供订阅服务。相应地，贵方同意遵守本协议（包括本附件）中的条款。

如果我们在本附件中使用了未经定义的关键术语，则该术语的含义与本附录适用的协议（如红帽企业协议）中的定义相同。如果本附件与本附件的附录之间存在冲突、不一致或差异，则以附录的条款为准。

1. Subscription Services – An Overview

1.1 Subscription Units. We charge you a fee for our Subscription Services based on the total number of Units of Software or other Red Hat Products that you deploy, install, use or execute (as described in more detail in Tables 1.4, 1.5 and 1.6 below and elsewhere in the Appendix). For example, Software Subscriptions for Red Hat Enterprise Linux Server are priced based on the number, and other characteristics of Systems, Virtual Nodes or Physical Nodes (e.g. Socket-pairs, Virtual Guests, etc.) on which you install or use the Software. Software Subscriptions for Red Hat JBoss Enterprise Application Platform are priced based on the number of Cores running that Software, in a range called a Core Band. “**Red Hat Products**” refers collectively to the Software Subscriptions, Support Subscriptions and Management Subscriptions listed in Tables 1.4, 1.5 and 1.6. Note that Red Hat Products do not include generally available open source projects such as www.wildfly.org, www.jboss.org, www.fedoraproject.org, www.openstack.redhat.com, www.gluster.org, www.centos.org, Ansible Core Software (except as specified in Exhibit 1.H, Table 3.2) and/or other community projects.

1.2 Use of Software and Subscription Services. While you have subscriptions entitling you to receive Subscription Services for a Red Hat Product, you are required to purchase Subscription Services in a quantity equal to the total number of Units of that Red Hat Product (including variants or components thereof). In addition, if you are using Subscription Services to support or maintain a Red Hat Product and/or non-Red Hat Product, then you are required

1. 订阅服务 – 概述

1.1 订阅单位。我们将根据贵方部署、安装、使用或执行的软件或其他红帽产品的单位总数，向贵方收取订阅服务的费用（下面的表 1.4、1.5 和 1.6 以及本附件的其他部分对此做了更为详细的说明）。例如，Red Hat Enterprise Linux Server 的软件订阅根据安装或使用该软件的系统、虚拟节点或物理节点的数量和其他特性（例如 Socket-pair、虚拟 Guest 等）定价，Red Hat JBoss Enterprise Application Platform 的软件订阅则根据运行该软件的内核数量定价（一定数量的内核称为内核段）。“**红帽产品**”统指表 1.4、1.5 和 1.6 中所列出的软件订阅、支持订阅和管理订阅。请注意：红帽产品不包括常见的开源代码项目，例如 www.wildfly.org、www.jboss.org、www.fedoraproject.org、www.openstack.redhat.com、www.gluster.org、www.centos.org、Ansible Core Software（除附录 1.H、表 3.2 中规定的之外）和/或其他开源社区项目。

1.2 软件 and 订阅服务的使用：虽然贵方拥有的订阅授予贵方收到红帽产品订阅服务的资格，但贵方需要购买与红帽产品（包括其变型和组件）的单位总数相等数量的订阅服务。此外，如果贵方在使用订阅服务支持或维护红帽产品和/或非红帽产品，则需要为每个使用订阅服务的该等红帽产品和/或非红帽产品购买订阅服务。协议（包括定价）的前提是订阅服务及软件将仅供贵方内部（包括附属机构）使用。贵方同意不使用较高支持服务级别（例如：标准和/或高级）的软件订阅向具有较低支持

to purchase Subscription Services for each instance of such Red Hat Product and/or non-Red Hat Product for which you use Subscription Services. The Agreement (including pricing) is premised on our understanding that you will use the Subscription Services and Software only for your internal use (which includes Affiliates). You agree not to use Software Subscriptions with higher support service levels (e.g. Standard and/or Premium) to provide such higher support levels to Units with Subscriptions that include lower support levels (e.g. Self-support and/or Standard), unless you report and pay for the higher support service levels on such Units. You may migrate from one Unit of a given Software Subscription to another Unit with the same Subscription Services characteristics (such as from one on-premise System or Physical Node to another on-premise System or Physical Node) without the purchase of additional Software Subscriptions, provided that you do not increase the quantity of Units or other Software Subscription characteristics (such as the number of Socket-pairs, Virtual Guests vCPUs or Managed Nodes). A Software Subscription provides you with ongoing access to a variety of services for your personal (internal) use. Accordingly, providing our services to, or using for the benefit of a third party (for example, using Subscription Services to provide hosting services, managed services, Internet service provider (ISP) services, or third party access to or use of the Subscription Services) is a material breach of the Agreement. The foregoing sentence is not intended to limit your internal use of the Software to run a web site and/or to offer your own software as a service, provided such web site or service (a) does not include a distribution, sale or resale of any of the Subscription Services and (b) provides as the primary component of the web site or service a material value added application other than the Software and/or Subscription Services. The Subscription Services may be used under the terms of this Appendix by third parties acting on your behalf, such as contractors, subcontractors or outsourcing vendors provided (i) you remain responsible for all of your obligations under the Agreement and this Appendix and for the activities and omissions of the third parties and (ii) you obtain Red Hat's written consent before you migrate your Software Subscriptions off of your premises or, in the case of a migration to a third party cloud or hosting provider, you are qualified for the Red Hat Cloud Access program and agree to the terms of Red Hat's Cloud Access program as set forth in Exhibit 1.1. Any unauthorized use of the Subscription Services is a material breach of the Agreement, such as (a) only purchasing or renewing Subscription Services based on some, but not all, of the total number of Units of Software or other Red Hat Products, (b) providing Software Access or Software Maintenance (each defined below) to third parties, (c) using Software Access, Software Maintenance, Pre-Production Support ,Production Support and/or Development Support (each defined below) to provide support to third parties, (d) using Subscription Services in connection with any redistribution of Software and/or (e) using Subscription Services to support or maintain any non-Red Hat Software products without purchasing Subscription Services for each instance of such non-Red Hat Product for which you use Subscription Services. For the purposes of this paragraph (for example, in calculating the total number of Units of Software), Software includes versions or copies with the Red Hat trademark(s) and/or logo file(s) removed. The licenses that are applicable to the individual open source software packages are perpetual (subject to your compliance with their terms), but the other benefits of a Software Subscription will expire if not renewed.

级别（例如：自助和/或标准）的订阅单位提供该较高支持级别的服务，除非贵方报告并为这些使用较高支持服务级别的单位支付费用。贵方可以从一个既定的软件订阅的单位迁移至具有相同订阅服务特性的另一个单位（例如从一个场内系统或物理节点迁移至另一个场内系统或物理节点），而无需额外购买软件订阅，但前提是贵方没有增加单位数量或其他软件订阅特性（例如，Socket-pair、虚拟 Guest vCPU、或管理节点的数量）。软件订阅为贵方提供持续访问供贵方个人（内部）使用的各类服务的权限。因此，向第三方提供我们的服务或为第三方利益而使用我们的服务均属于严重违反协议（例如，利用订阅服务提供托管服务，管理服务，互联网服务提供商 (ISP) 服务，或使第三方访问或使用订阅服务）。上述条款不限制贵方出于以下目的内部使用软件：运行网站和/或将贵方自己的软件作为服务提供，但前提是该等网站或服务 (a) 不包括分发、销售或转售任何订阅服务以及 (b) 作为网站或服务的主要构成部分提供软件和/或订阅服务之外的重要增值应用程序。第三方，如贵方的承包商、转包商或外包供应商可以代表贵方按照本附件中的条款使用订阅服务，但前提是 (i) 贵方对贵方在本协议和本附件项下的所有义务以及第三方的行为和疏忽负责，(ii) 在将软件订阅从贵方的场内迁出前得到红帽的书面同意，或者，如果迁移至第三方云或托管提供商，贵方符合红帽云访问计划的要求并同意遵守红帽的云访问计划条款（详见附件 1.1）。任何未经授权而使用订阅服务的行为均属于严重违反协议，例如：(a) 仅按软件或其他红帽产品的部分数量（而非全部总数）购买或续订订阅服务，(b) 向第三方提供软件访问途径或软件维护（下面各有定义），(c) 使用软件访问途径、软件维护、产前支持、生产支持和/或开发支持服务（下面各有定义）为第三方提供支持，(d) 将订阅服务用于分销软件，和/或 (e) 使用订阅服务支持或维护任何非红帽软件产品（将订阅服务用于该等非红帽产品的案例中且未购买订阅服务）。在本段中（例如，在计算软件单位总数时），所指的软件包括除掉红帽商标和/或徽标文件的软件版本或副本。适用于各个开源代码软件包的许可将永远有效（取决于贵方对这些条款的遵守情况），但是如果未续订，则无法继续享受软件订阅的其他好处。本协议设定红帽产品相关的权利和义务，但无意限制贵方根据开源代码许可条款获得软件代码的权利。

This Agreement establishes the rights and obligations associated with Red Hat Products, and is not intended to limit your rights to software code under the terms of an open source license.

1.3 Subscription Start Date. Unless otherwise agreed in an Order Form, the Subscription Services will begin on the date you purchase the Subscription Services (please note that the foregoing does not limit your obligation to pay for Subscription Services that you previously used but for which you have not paid).

1.4 Software Subscriptions.

Benefits of a Software Subscription: For each Software Subscription that you purchase, Red Hat provides you one or more of the following benefits:

- **Software Access:** Access to the Software.
- **Software Maintenance:** Access to updates, upgrades, corrections, security advisories and bug fixes for the Software, if and when available.
- **Support:** Access to Red Hat support for issues relating to Software as described below).
- **Open Source Assurance:** Software Subscription purchases under this Appendix may entitle you to participate in Red Hat's Open Source Assurance Program subject to a separate agreement, which can be viewed at www.redhat.com/legal/open_source_assurance_agreement.html.

Descriptions of Red Hat Software Subscriptions. Table 1.4 below lists the Software Subscriptions offered by Red Hat and the Unit descriptions that are used to measure your use of each Software Subscription. The End User License Agreement(s) that govern(s) your use of the Software is/are located at www.redhat.com/licenses/EULAs (note that for certain Red Hat Products multiple EULAs apply). The Exhibits listed in Table 1.4 contain additional information concerning the scope of the Software Subscriptions and how Red Hat provides Subscription Services to you.

1.3 订阅开始日期。除非在订购表中另有约定，否则订阅服务的开始日期为贵方购买订阅服务的日期（请注意，上述规定不限制贵方为之前已使用但未付费的订阅服务而支付费用之义务。

1.4 软件订阅。

软件订阅的受益：对于贵方购买的每个软件订阅，红帽为贵方提供下列一项或多项受益：

- **软件访问途径：**访问软件的途径。
- **软件维护：**获得软件的更新、升级、更正、安全公告和缺陷修复（如有）。
- **支持服务：**获得红帽支持，以解决如下述的软件相关的问题。
- **开源代码保证：**依据本附件购买软件订阅，贵方将有权加入红帽的开源代码保证计划，计划的独立协议可在以下网站查看：
www.redhat.com/legal/open_source_assurance_agreement.html。

红帽软件订阅说明。下面的表 1.4 列出了红帽提供的软件订阅及用于计量每种软件订阅使用情况的单位说明。管辖软件使用的最终用户许可协议位于www.redhat.com/licenses/EULAs（请注意，某些红帽产品可能有多个最终用户许可协议）。表 1.4 中所列的附录包含有关软件订阅范围及红帽订阅服务提供方式的额外信息。

Table 1.4

Software Subscription	Unit Description (used to measure your use of Software Subscriptions)	Exhibit Containing Additional Terms
Red Hat Enterprise Linux Server (Physical or Virtual Nodes) Red Hat Enterprise Linux for SAP HANA Red Hat Enterprise Linux Server Add-Ons: High Availability Load Balancer Resilient Storage Scalable File System Smart Management Extended Update Support Extended Life Cycle Support Red Hat Insights	Physical Node: a physical system on which you install or execute all or a portion of the Software including, without limitation, a server, work station, laptop, blade or other physical system, as applicable: OR Virtual Node: an instance of the Software executed, in whole or in part, on a virtual machine or container.	1.A

Software Subscription	Unit Description (used to measure your use of Software Subscriptions)	Exhibit Containing Additional Terms
Red Hat Enterprise Linux for Virtual Datacenters Red Hat Enterprise Linux for Hyperscale Red Hat Enterprise Virtualization for Power Red Hat Enterprise Linux Server Entry Level	Physical Node: a physical system on which you install or execute all or a portion of the Software including, without limitation, a server, work station, laptop, blade or other physical system, as applicable.	1.A
Red Hat Enterprise Linux Server Red Hat Enterprise Linux for HPC Compute Nodes Red Hat Enterprise Linux for HPC Head Nodes Red Hat Enterprise Linux for Grid Node Red Hat Enterprise Linux for PRIMEQUEST Red Hat Enterprise Linux for SAP Applications Red Hat Enterprise Linux Server Add-Ons: High Availability Load Balancer Resilient Storage Scalable File System Smart Management Extended Update Support Extended Life Cycle Support Red Hat Insights	System: a system on which you install or execute all or a portion of the Software. A System includes each instance of the Software installed or executed on, without limitation, a server, work station, laptop, virtual machine, container, blade, node, partition, appliance or engine, as applicable; OR vCPU: a a physical CPU, in whole or in part, which is assigned to a virtual machine or container on which you install or execute all or a portion of the Software. Note: Additional terms regarding virtualization, disaster recovery, academic offerings and supported use cases, which may affect the types or quantities of Software Subscription you purchase, are contained in Exhibit 1.A.	1.A
Red Hat Enterprise Linux Desktop Red Hat Enterprise Linux Workstation	System: a system on which you install or execute all or a portion of the Software. A System includes each instance of the Software installed or executed on, without limitation, a server, work station, laptop, virtual machine, container, blade, node, partition, appliance or engine, as applicable.	1.A
Red Hat Enterprise Linux for IBM System z	System z IFL: a System z IFL, (Integrated Facility for Linux), is a mainframe CPU dedicated to Linux workloads.	1.A
Red Hat Enterprise Linux for Power, BE Red Hat Enterprise Linux for Power, LE	Power IFL: a Power IFL (Integrated Facility for Linux) is processor core on an IBM Power system that is activated, contains or executes all or a portion of the Software.	
Red Hat Enterprise Linux for Real Time Red Hat Enterprise Virtualization Red Hat Enterprise Linux with Smart Virtualization Red Hat Enterprise Linux for Power with Smart Virtualization Red Hat Enterprise Linux with Smart Virtualization for SAP Applications	Physical Node: a physical system on which you install or execute all or a portion of the Software including, without limitation, a server, work station, laptop, blade or other physical system, as applicable.	1.A
Red Hat Enterprise Linux Academic Server Red Hat Enterprise Linux Academic Desktop Red Hat Enterprise Linux Academic Workstation	System: a system on which you install or execute all or a portion of the Software. A System includes each instance of the Software installed or executed on, without limitation, a server, work station, laptop, virtual machine, container, blade, node, partition, appliance or engine, as applicable.	1.A

Software Subscription	Unit Description (used to measure your use of Software Subscriptions)	Exhibit Containing Additional Terms
Red Hat Enterprise Linux Academic Site Subscription Red Hat Infrastructure for Academic Institutions - Site Subscription	Full Time Equivalent or FTE: the total number of (a) full time faculty, (b) one third of the part time faculty, (c) the full time staff and (d) one half of the part time staff.	1.A
Red Hat Enterprise Linux Developer Suite	System: a system on which you install or execute all or a portion of the Software. A System includes each instance of the Software installed or executed on, without limitation, a server, work station, laptop, virtual machine, container, blade, node, partition, appliance or engine, as applicable.	1.C
Red Hat JBoss Enterprise Application Platform Red Hat JBoss Web Server Red Hat JBoss Web Server Plus Red Hat JBoss Fuse Service Works Red Hat JBoss Data Virtualization Red Hat JBoss Fuse Red Hat JBoss A-MQ Red Hat JBoss Portal Red Hat JBoss BPM Suite Red Hat JBoss BRMS plus BPM Suite Red Hat JBoss BRMS Red Hat JBoss Data Grid Red Hat JBoss Middleware add-on option: Extended Life Cycle Support	Core Band: a group of processing cores (16 or 64), where a single “Core” is (a) a physical processing core located in a CPU or (b) a virtual processing core within a virtual machine or supporting a container, in each case, that contains or executes the Software running for Production Purposes.	1.B
Red Hat JBoss Fuse for OpenShift Container Platform Red Hat JBoss A-MQ for OpenShift Container Platform Red Hat JBoss Middleware for OpenShift Container Platform Red Hat JBoss Enterprise Application Platform for OpenShift Container Platform Red Hat JBoss BRMS for OpenShift Container Platform Red Hat JBoss Data Grid for OpenShift Container Platform	Physical Node: a physical system on which you install or execute all or a portion of the Software, including, without limitation, a server, work station, laptop, blade, or other physical system, as applicable. OR Virtual Guest: an instance of the Software that is executed, in whole or in part, on a virtual machine, or container.	1.B
Red Hat JBoss Developer Studio	System: a system on which you install or execute all or a portion of the Software. A System includes each instance of the Software installed or executed on, without limitation, a server, work station, laptop, virtual machine, container, blade, node, partition, appliance or engine, as applicable.	1.C

Software Subscription	Unit Description (used to measure your use of Software Subscriptions)	Exhibit Containing Additional Terms
Red Hat Gluster Storage Red Hat Ceph Storage Red Hat Ceph Storage Pre-Production Red Hat Gluster Storage Pre-Production	Physical Node: a physical system on which you install or execute all or a portion of the Software including, without limitation, a server, work station, laptop, blade or other physical system, as applicable. OR Storage Band: means an amount of Storage (measured in terabytes “TB” and/or petabytes “PB”), where “Storage” is the total capacity of storage available to each instance of the Software.	1.D
Red Hat Gluster Storage for Public Cloud	Virtual Node: an instance of the Software executed, in whole or in part, on a virtual machine or container.	1.D, 1.I
Red Hat Gluster Storage for Hybrid Cloud	System: a system on which you install or execute all or a portion of the Software. A System includes each instance of the Software installed or executed on, without limitation, a server, work station, laptop, virtual machine, container, blade, node, partition, appliance or engine, as applicable; and Virtual Guest: an instance of the Software that is executed, in whole or in part, on a virtual machine or container.	1.D, 1.I
Red Hat Gluster Storage for Red Hat OpenStack Platform	Physical Node: a physical system on which you install or execute all or a portion of the Software, including, without limitation, a server, work station, laptop, blade, or other physical system, as applicable.	1.A, 1.D
Red Hat OpenShift Container Platform (formerly known as OpenShift Enterprise) OpenShift Enterprise Broker Infrastructure	Physical Node: a physical system on which you install or execute all or a portion of the Software including, without limitation, a server, work station, laptop, blade or other physical system, as applicable; OR Virtual Guest: an instance of the Software that is executed, in whole or in part, on a virtual machine or container.	1.B, 1.J
Red Hat OpenShift Container Platform for RHEL Container Platform for RHEL	Physical Node: a physical system on which you install or execute all or a portion of the Software including, without limitation, a server, work station, laptop, blade or other physical system, as applicable.	1.B, 1.J
Red Hat Cloud Infrastructure	Physical Node: a physical system on which you install or execute all or a portion of the Software including, without limitation, a server, work station, laptop, blade or other physical system, as applicable.	1.E, 1.H
Red Hat OpenStack Platform (formerly known as Red Hat Enterprise Linux OpenStack Platform) Red Hat OpenStack Platform for Atom	Physical Node: a physical system on which you install or execute all or a portion of the Software, including, without limitation, a server, work station, laptop, blade, container, or other physical system, as applicable.	1.A, 1.F
Red Hat Cloud Suite	Physical Node: a physical system on which you install or execute all or a portion of the Software, including, without limitation, a server, work station, laptop, blade, container or other physical system, as applicable.	1.E

表 1.4

软件订阅	单位说明 (用于计量贵方对软件订阅的使用情况)	包含附加条款的附录
Red Hat Enterprise Linux Server (物理节点或虚拟节点) Red Hat Enterprise Linux for SAP HANA Red Hat Enterprise Linux Server 附加功能:	物理节点: 是指贵方安装或者执行全部或部分软件的物理系统, 包括但不限于服务器、工作站、便携式计算机、刀片服务器或其他物理系统 (如适用)。 或 虚拟节点: 在虚拟机或容器上全部或部分执行的软件实例。	1.A

软件订阅	单位说明 (用于计量贵方对软件订阅的使用情况)	包含附加条款 的附录
高可用性 负载均衡器 弹性存储 可扩展文件系统 智能管理 延期更新支持 延期生命周期支持 Red Hat Insights		
Red Hat Enterprise Linux for Virtual Datacenters Red Hat Enterprise Linux for Hyperscale Red Hat Enterprise Virtualization for Power Red Hat Enterprise Linux Server Entry Level	物理节点： 是指贵方安装或者执行全部或部分软件的物理系统，包括但不限于服务器、工作站、便携式计算机、刀片服务器或其他物理系统（如适用）。	1.A
Red Hat Enterprise Linux Server Red Hat Enterprise Linux for HPC Compute Nodes Red Hat Enterprise Linux for HPC Head Nodes Red Hat Enterprise Linux for Grid Nodes Red Hat Enterprise Linux for PRIMEQUEST Red Hat Enterprise Linux for SAP Business Applications Red Hat Enterprise Linux Server 附加功能： 高可用性 负载均衡器 弹性存储 可扩展文件系统 智能管理 延期更新支持 延期生命周期支持 Red Hat Insights	系统： 贵方安装或执行全部或部分软件的系统，包括但不限于安装或执行每个软件实例的服务器、工作站、便携式计算机、虚拟机、刀片服务器、节点、分区、容器、设备或引擎（如适用）； 或 vCPU： 全部或部分被分配至一个贵方安装或执行全部或部分软件的虚拟机或容器上的实体 CPU。 注意： 关于虚拟化、灾难恢复、教学产品以及支持的使用案例的附加条款（它们可能会影响贵方购买的软件订阅的类型或数量）将包括在附录 1.A 中。	1.A
Red Hat Enterprise Linux Desktop Red Hat Enterprise Linux Workstation	系统： 贵方安装或执行全部或部分软件的系统，包括但不限于安装或执行每个软件实例的服务器、工作站、便携式计算机、虚拟机、容器、刀片服务器、节点、分区、设备或引擎（如适用）。	1.A
Red Hat Enterprise Linux for IBM System z	IFL 系统： IFL 系统（Integrated Facility for Linux）是一种专用于 Linux 工作负载的大型机 CPU。	1.A
Red Hat Enterprise Linux for Power, BE Red Hat Enterprise Linux for Power, LE	IFL Power： IFL Power（Integrated Facility for Linux）是一台已激活、包含或者执行全部或部分软件的 IBM Power 系统的处理器核心。	
Red Hat Enterprise Linux for Real Time Red Hat Enterprise Virtualization Red Hat Enterprise Linux with Smart Virtualization Red Hat Enterprise Linux for Power with Smart Virtualization Red Hat Enterprise Linux with Smart Virtualization for SAP Applications	物理节点： 是指贵方安装或者执行全部或部分软件的物理系统，包括但不限于服务器、工作站、便携式计算机、刀片服务器或其他物理系统（如适用）。	1.A
Red Hat Enterprise Linux Academic Server	系统： 贵方安装或执行全部或部分软件的系统，包括但不限于安装或执行每个软件实例的服务器、工作站、便携式计算机、虚拟机、容器、刀片服务	1.A

软件订阅	单位说明 (用于计量贵方对软件订阅的使用情况)	包含附加条款 的附录
Red Hat Enterprise Linux Academic Desktop Red Hat Enterprise Linux Academic Workstation	器、节点、分区、设备或引擎（如适用）。	
Red Hat Enterprise Linux Academic Site Subscription Red Hat Infrastructure for Academic Institutions - Site Subscription	全职人员或FTE: 指(a) 全体全职管理人员, (b) 三分之一的兼职管理人员, (c) 全体全职工作人员和 (d)二分之一的兼职人员的人数总和。	1.A
Red Hat Enterprise Linux 开发人员套件	系统: 贵方安装或执行全部或部分软件的系统, 包括但不限于安装或执行每个软件实例的服务器、工作站、便携式计算机、虚拟机、容器、刀片服务器、节点、分区、设备或引擎（如适用）。	1.C
Red Hat JBoss Enterprise Application Platform Red Hat JBoss Web Server Red Hat JBoss Web Server Plus Red Hat JBoss SOA Fuse Service Works Red Hat JBoss Data Virtualization Red Hat JBoss Fuse Red Hat JBoss A-MQ Red Hat JBoss Portal Red Hat JBoss BPM Suite Red Hat JBoss BRMS plus BPM Suite Red Hat JBoss BRMS Red Hat JBoss Data Grid Red Hat JBoss Enterprise Middleware 附加功能选项: Extended Life Cycle Support	核心组: 一组处理核心（16 或 64 个），其中的单个“核心”可以是 (a) 位于 CPU 中的实体处理核心, 或 (b) 位于虚拟机内或支持容器的虚拟处理核心, 并且在这两种情况下, 都包含或执行用于生产目的的软件。	1.B
Red Hat JBoss Fuse for OpenShift Container Platform Red Hat JBoss A-MQ for OpenShift Container Platform Red Hat JBoss Middleware for OpenShift Container Platform Red Hat JBoss Enterprise Application Platform for OpenShift Container Platform Red Hat JBoss BRMS for OpenShift Container Platform Red Hat JBoss Data Grid for OpenShift Container Platform	物理节点: 是指贵方安装或者执行全部或部分软件的物理系统, 包括但不限于服务器、工作站、便携式计算机、刀片服务器或其他物理系统（如适用）。 或 虚拟 Guest: 在虚拟机或容器上全部或部分执行的软件实体。	
Red Hat JBoss Developer Studio	系统: 贵方安装或执行全部或部分软件的系统, 包括但不限于安装或执行每个软件实例的服务器、工作站、便携式计算机、虚拟机、容器、刀片服务器、节点、分区、设备或引擎（如适用）。	1.C

软件订阅	单位说明 (用于计量贵方对软件订阅的使用情况)	包含附加条款 的附录
Red Hat Gluster Storage Red Hat Ceph Storage Red Hat Ceph Storage Pre-Production Red Hat Gluster Storage Pre-Production	物理节点: 是指贵方安装或者执行全部或部分软件的物理系统, 包括但不限于服务器、工作站、便携式计算机、刀片服务器或其他物理系统 (如适用)。 或者 Storage Band: 指存储的数量 (以兆字节 “TB” 和/或拍字节 “PB” 表示), 其中 “Storage” 指每个软件实例可使用的存储总容量。	1.D
Red Hat Gluster Storage for Public Cloud	虚拟节点: 在虚拟机或容器 上全部或部分执行的软件实体。	1.D, 1. I
Red Hat Gluster Storage for Hybrid Cloud	系统: 贵方安装或执行全部或部分软件的系统, 包括但不限于安装或执行每个软件实例的服务器、工作站、便携式计算机、虚拟机、容器、刀片服务器、节点、分区、设备或引擎 (如适用); 和 虚拟 Guest: 在虚拟机或容器上全部或部分执行的软件实例。	1.D, 1. I
Red Hat Gluster Storage for Red Hat OpenStack Platform	物理节点: 贵方安装或执行全部或部分软件的物理系统, 包括但不限于服务器、工作站、便携式计算机、刀片服务器或其他物理系统 (如适用)。	1A. 1.D
Red Hat OpenShift Container Platform (以前叫 OpenShift Enterprise) OpenShift Enterprise Broker Infrastructure	物理节点: 贵方安装或执行全部或部分软件的物理系统, 包括但不限于服务器、工作站、便携式计算机、刀片服务器或其他物理系统 (如适用); 或 虚拟 Guest: 在虚拟机或容器上全部或部分执行的软件实例。	1.B, 1.J
Red Hat OpenShift Container Platform for RHEL Container Platform for RHEL	物理节点: 贵方安装或执行全部或部分软件的物理系统, 包括但不限于服务器、工作站、便携式计算机、刀片服务器或其他物理系统 (如适用);	1.B, 1.J
Red Hat Cloud Infrastructure	物理节点: 贵方安装或执行全部或部分软件的物理系统, 包括但不限于服务器、工作站、便携式计算机、刀片服务器或其他物理系统 (如适用)。	1.E, 1.H
Red Hat OpenStack Platform (以前叫Red Hat Enterprise Linux OpenStack Platform) Red Hat OpenStack Platform for Atom	物理节点: 贵方安装或执行全部或部分软件的物理系统, 包括但不限于服务器、工作站、便携式计算机、刀片服务器、容器或其他物理系统 (如适用)。	1.F
Red Hat Cloud Suite	物理节点: 贵方安装或执行全部或部分软件的物理系统, 包括但不限于服务器、工作站、便携式计算机、刀片服务器、容器或其他物理系统 (如适用);	1.E

1.5 Support Subscriptions. Table 1.5 below lists the Support Subscriptions offered by Red Hat and the Unit description that is used to measure your use of the Support Subscription(s). The End User License Agreement that governs your use of the Software is located at www.redhat.com/licenses/EULAs. The Exhibits listed in Table 1.5 contain additional information concerning the scope of the Support Subscriptions and how Red Hat provides Subscription Services to you.

1.5 支持订阅。 下面的表 1.5 列出了红帽提供的支持订阅以及用于计量支持订阅使用情况的单位说明。管辖软件使用的最终用户许可协议位于 www.redhat.com/licenses/EULAs。表 1.5 中所列的附录包含有关支持订阅范围及红帽订阅服务提供方式的额外信息。

Table 1.5

Support Subscription	Unit Description (used to measure your use of Support Subscriptions)	Exhibit Containing Additional Terms
Technical Account Management (“TAM”) Service TAM Extension	Point of Contact: a Red Hat associate whom you are authorized to contact to request support for a particular team, geography or Red Hat product line.	1.G
Extended Update Support Red Hat Enterprise Linux Extended Life	System: a system on which you install or execute all or a portion of the Software. A System includes each instance of the Software installed or executed on,	1.G

Support Subscription	Unit Description (used to measure your use of Support Subscriptions)	Exhibit Containing Additional Terms
Cycle Support	without limitation, a server, work station, laptop, virtual machine, container, blade, node, partition, appliance or engine, as applicable.	
Extended Update Support Red Hat Enterprise Linux Extended Life Cycle Support	-Physical Node: a physical system on which you install or execute all or a portion of the Software including, without limitation, a server, work station, laptop, blade or other physical system, as applicable: OR Virtual Node: an instance of the Software executed, in whole or in part, on a virtual machine or container.	1.G
Red Hat JBoss Middleware Extended Life Cycle Support	Core Band: a group of processing cores (16 or 64), where a single "Core" is (a) a physical processing core located in a CPU or (b) a virtual processing core within a virtual machine, or supporting a container, in each case, that contains or executes the Software running for Production Purposes.	1.G
Red Hat Enterprise Linux Developer Workstation Red Hat Enterprise Linux Developer Support	System: a system on which you install or execute all or a portion of the Software. A System includes each instance of the Software installed or executed on, without limitation, a server, work station, laptop, virtual machine, container, blade, node, partition, appliance or engine, as applicable.	1.C

表 1.5

支持订阅	单位说明 (用于计量贵方对支持订阅的使用情况)	包含附加条款 的附录
技术客户管理（简称“TAM”）服务 TAM 延期	联系人: 一位红帽人员，贵方有权与其联系，以请求其为特定团队、地理位置和红帽产品系列提供支持。	1.G
延期更新支持 Red Hat Enterprise Linux 延期生命周期支持	系统: 贵方安装或执行全部或部分软件的系统，包括但不限于安装或执行每个软件实例的服务器、工作站、便携式计算机、虚拟机、容器、刀片服务器、节点、分区、设备或引擎（如适用）。	1.G
延期更新支持 Red Hat Enterprise Linux 延期生命周期支持	- 物理节点: 贵方安装或执行全部或部分软件的物理系统，包括但不限于服务器、工作站、便携式计算机、刀片服务器或其他物理系统（如适用）。 或 虚拟节点: 在虚拟机或容器上全部或部分执行的软件实例。	1.G
Red Hat JBoss Middleware Enterprise Application Platform 延期生命周期支持	核心组: 一组处理核心（16 或 64 个），其中的单个“核心”可以是 (a) 位于 CPU 中的实体处理核心，或 (b) 位于虚拟机内或支持容器的虚拟处理核心，并且在这两种情况下，都包含或执行用于生产目的的软件。	1.G
Red Hat Enterprise Linux 开发人员工作站 Red Hat Enterprise Linux Developer Support	系统: 贵方安装或执行全部或部分软件的系统，包括但不限于安装或执行每个软件实例的服务器、工作站、便携式计算机、虚拟机、容器、刀片服务器、节点、分区、设备或引擎（如适用）。	1.G

1.6 Management Subscriptions. Table 1.6 below lists the Management Subscriptions offered by Red Hat and the Unit description that is used to measure your use of the Management Subscription(s). The End User License Agreement that governs your use of the Software is located at www.redhat.com/licenses/EULAs. The Exhibits listed in Table 1.6 contain additional information concerning the scope of the Management Subscriptions and how Red Hat provides Subscription Services to you.

1.6 管理订阅。 下面的表 1.6 列出了红帽提供的管理订阅和用于计量管理订阅使用情况的单位说明。管辖软件使用的最终用户许可协议位于 www.redhat.com/licenses/EULAs。请务必前往下面表 1.6 中的链接阅读其中包含的信息，以了解贵方的权利和义务。表 1.6 中所列的附录包含有关管理订阅范围及红帽订阅服务提供方式的额外信息。

Table 1.6

Management Subscription	Unit Description (used to measure your use of Management Subscriptions)	Exhibit Containing Additional Terms
Red Hat Satellite Server Red Hat Satellite Server Starter Pack	System: a system on which you install or execute all or a portion of the Software. A System includes each instance of the Software installed or executed on, without limitation, a server, work station, laptop, virtual machine, container, blade, node, partition, appliance or engine, as applicable. If you install or use the optional embedded database, then you agree to comply with the terms located at www.redhat.com/licenses/satellite_embedded.html for the embedded database.	1.H
Red Hat Satellite Proxy Red Hat Satellite Capsule	System: a system on which you install or execute all or a portion of the Software. A System includes each instance of the Software installed or executed on, without limitation, a server, work station, laptop, virtual machine, container, blade, node, partition, appliance or engine, as applicable.	1.H
Red Hat Smart Management	Module: an entitlement to manage one System, Virtual Node or Physical Node.	1.H
Red Hat Directory Server	System: a system on which you install or execute all or a portion of the Software. A System includes each instance of the Software installed or executed on, without limitation, a server, work station, laptop, virtual machine, container, blade, node, partition, appliance or engine, as applicable.	1.H
Red Hat CloudForms	Managed Node: a server, blade, container or virtual machine managed by the Software. Physical Node: a physical system managed by the Software including, without limitation, a server, work station, laptop, blade or other physical system, as applicable: OR Virtual Node: a virtual machine or container on a public cloud managed by the on a public cloud managed by the Software.	1.H
Ansible Tower	Managed Node: each Node managed by the Software. “Node” means each physical or virtual server, blade, host or container, regardless of the number of processors, cores or virtual cores included on such physical or virtual server, blade, host or container.	1.H

表 1.6

管理订阅	单位说明 (用于计量贵方对管理订阅的使用情况) 和最终用户许可条款	包含附加条款 的附录
Red Hat Satellite Server Red Hat Satellite Server Starter Pack	系统: 贵方安装或执行全部或部分软件的系统, 包括但不限于安装或执行每个软件实例的服务器、工作站、便携式计算机、虚拟机、容器、刀片服务器、节点、分区、设备或引擎 (如适用)。 如果贵方安装或使用可选的嵌入式数据库, 则贵方同意遵守 www.redhat.com/licenses/satellite_embedded.html 网站上针对该嵌入式数据库的条款。	1.H
Red Hat Satellite Proxy Red Hat Satellite Capsule	系统: 贵方安装或执行全部或部分软件的系统, 包括但不限于安装或执行每个软件实例的服务器、工作站、便携式计算机、虚拟机、容器、刀片服务器、节点、分区、设备或引擎 (如适用)。	1.H
Red Hat Network Smart Management	模块: 管理一个系统、虚拟节点或物理节点的权限。	1.H
Red Hat Directory Server	系统: 贵方安装或执行全部或部分软件的系统, 包括但不限于安装或执行每个软件实例的服务器、工作站、便携式计算机、虚拟机、容器、刀片服务器、节点、分区、设备或引擎 (如适用)。	1.H

管理订阅	单位说明 (用于计量贵方对管理订阅的使用情况) 和最终用户许可条款	包含附加条款 的附录
Red Hat CloudForms	管理节点： 由软件管理的服务器、刀片服务器、容器或虚拟机。 物理节点： 由软件管理的物理系统包括，但不限于，服务器、工作站、便携式计算机、刀片服务器或其它物理系统（如适用）； 或 虚拟节点： 由软件管理的公有云上的虚拟机或容器。	1.H
Ansible Tower	管理节点： 由软件管理的每个节点。“节点”指每个物理或虚拟服务器、刀片、主机或容器，无论该物理或虚拟服务器、刀片、主机或容器中包含的处理器、内核或虚拟内核数量有多少。	1.H

1.7 Software Subscription Lifecycle. During the life cycle of Red Hat Software, the scope of Software Maintenance and Support evolves and, after a number of years, we discontinue Software Maintenance and Support for older versions of Software. The details of the Software Maintenance and Production Support life cycle are set forth at https://access.redhat.com/support/policy/update_policies.html and, in certain instances in an Exhibit(s). If available, you may purchase Extended Update Support and/or Extended Life Cycle Support, as described in Exhibit 1.G, to extend your Subscription Services for certain versions of Software.

1.8 Red Hat Software Subscription Bundles. Red Hat offers combinations of Software Subscriptions with complimentary feature sets and price discounts (“Bundle(s)”). The basis of the fees for these Bundles is the combined use of such Software Subscriptions on a single Unit. When any of the combined Software Subscriptions are used independently from the Bundle, the fees for such independent usage will be at Red Hat's standard fees for the Software Subscription.

2. Production Support and Development Support Terms

2.1 Definitions. “Development Purposes” means using the Software for the specific purpose of (a) individual developers writing software code, (b) single-user prototyping, quality assurance or testing and/or (c) demonstrating software or hardware that runs with or on the Software. “Production Purposes” means using the Software (a) in a production environment, (b) generally using live data and/or applications for a purpose other than Development Purposes, (c) for multi-user prototyping, quality assurance and testing and/or (d) for backup instances. “Supported Hardware” means the hardware and platforms that are listed at (i) <https://hardware.redhat.com> and <http://www.redhat.com/resourcelibrary/articles/enterprise-linux-x-virtualization-support> for Red Hat Enterprise Linux, OpenShift Container Platform and Red Hat Enterprise Virtualization Subscriptions, (ii) <http://www.jboss.com/products/platforms/application/support-edconfigurations/> for Red Hat JBoss Middleware subscriptions, and (iii) <https://access.redhat.com/knowledge/articles/66206> for Red Hat Gluster Storage Subscriptions (iv) <https://access.redhat.com/products/red-hat-ceph-storage> for Red Hat Ceph Storage Subscriptions and (v) <http://docs.ansible.com/ansible-tower/latest/html/quickinstall/prepare.html#prerequisites-and-requirements> for Ansible Tower Subscriptions. . “Evaluation Subscriptions” are

1.7 软件订阅生命周期。在红帽软件的生命周期中，软件维护与支持的范围会不断发展变化，若干年后，我们会停止针对较旧版本软件的软件维护与支持。有关软件维护与生产支持生命周期的详细信息，请访问 https://access.redhat.com/support/policy/update_policies.html，在某些情况下，请参见附录。贵方可以购买延期更新支持和/或延期生命周期支持（如提供）（在附录 1.G 中予以说明），延长某些软件版本的订阅服务。

1.8 红帽软件订阅绑定 红帽提供软件订阅以及附加功能套件和价格优惠的组合（“绑定”）。上述绑定的价格基础是上述软件订阅在一个单元上的组合使用。在绑定以外独立使用的任何上述软件订阅组合，该独立使用的费用为红帽标准的软件订阅的费用。

2. 生产支持与开发支持条款

2.1 定义。“开发目的”是指将软件用于以下特定目的：(a) 个人开发者编写的软件代码；(b) 单用户原型设计、质量保证或测试；(c) 演示与软件一起运行或使用软件运行的其他软件或硬件。“生产目的”是指将软件用于 (a) 生产环境；(b) 通常使用实况数据和/或应用程序进行开发以外的工作；(c) 多用户原型设计、质量保证和测试；(d) 备份实例。“支持的硬件”是指在 (i) <https://hardware.redhat.com> 和 <http://www.redhat.com/resourcelibrary/articles/enterprise-linux-virtualization-support>（针对 Red Hat Enterprise Linux, OpenShift Container Platform 及 Red Hat Enterprise Virtualization 订阅）(ii) <http://www.jboss.com/products/platforms/application/supportedconfigurations/>（针对 Red Hat JBoss Enterprise Middleware 订阅）及 (iii) <https://access.redhat.com/knowledge/articles/66206>（针对 Red Hat Gluster Storage 订阅）和 (iv) <https://access.redhat.com/products/red-hat-ceph-storage>（针对 Red Hat Ceph Storage 订阅），和 (v) <http://docs.ansible.com/ansible-tower/latest/html/quickinstall/prepare.html#prerequisites-and-requirements>（针对 Ansible Tower 订阅）。“评估订阅”服务仅用于评估贵方将从红帽或一个由其授权的商业伙伴处购买的订阅服务是否适用（“评估目的”），不得用于生产目的、开发目的或任何其他目的。“支持联系人”是指贵方授权提交支持请求和/或联系红帽支持人员的人士。

Subscription Services provided for the sole purpose of evaluating the suitability of the Subscription Services for your future purchase from Red Hat or through one of our authorized Business Partners (“**Evaluation Purposes**”), and not for Production Purposes, Development Purposes or any other purpose. “**Support Contact(s)**” is a person authorized by you to open support requests and/or contact Red Hat support personnel.

2.2 Use Cases. Subscription Services are provided for Software only when used for its supported purpose (“**Use Case**”). The Use Case determines which Subscription is required and what fees are charged. If you use or deploy the Software in a manner contrary to a supported Use Case, you are responsible for purchasing the appropriate Subscription(s) to cover such usage. For example, if you are using a Red Hat Enterprise Linux Desktop Subscription as a server, you are obligated to purchase a Red Hat Enterprise Linux Server Subscription.

2.3 Evaluations. By requesting an Evaluation Subscription, you represent that you will be using the Subscription Services for Evaluation Purposes only and you understand that Red Hat is relying on the accuracy of your representation in providing you with access to the Evaluation Subscription(s). If you use the Red Hat Evaluation Subscription(s) for any other purposes, you are in violation of this Agreement and are required to pay the applicable subscription fees in accordance with Sections 1.1 and 1.2 above, in addition to any and all other remedies available to Red Hat under applicable law. Examples of such violations include, but are not limited to, using the Subscription Services provided under an Evaluation Subscription for Production Purposes, offering support services to third parties, or complementing or supplementing third party support services with Subscription Services received through an Evaluation Subscription.

2.4 Support from a Business Partner. Some clients obtain support for their Software Subscriptions from an authorized Red Hat Business Partner, in which case the Business Partner provides support to you and not Red Hat. Sections 2.5 - 2.8 apply to you only if you have purchased Subscription Services with Support provided by Red Hat. If you have purchased Subscription Services with support provided by a Business Partner, Sections 2.5 – 2.8 do not apply to you and you should work with your Business Partner to obtain support services.

2.5 Support from Red Hat.

“**Development Support**” consists of assistance with installation, usage, problem diagnosis and bug fixes for the applicable Software used for Development Purposes during specific Red Hat life cycle phases (as referenced in Section 1.7 above). Development Support also consists of advice on architecture, design, development and prototyping. Requests for deployment and maintenance assistance and/or assistance for Production Purposes are not included within the scope of Development Support, but rather are available on a consulting basis under the terms of a separate agreement.

“**Production Support**” consists of assistance with installation, application testing, usage, problem diagnosis and bug fixes for Software used for Production Purposes during specific Red Hat life cycle phases (as referenced in Section 1.7 above). Production Support does not include assistance

2.2 使用案例。仅在用于其支持的目的（“**使用案例**”）时，红帽才为软件提供订阅服务。使用案例决定需要哪些订阅及收取哪些费用。如果贵方使用或部署软件的方式有悖于支持的使用案例，贵方将负责购买适当的订阅以涵盖此类使用。例如，如果贵方将 Red Hat Enterprise Linux Desktop 订阅用作服务器，则贵方必须购买 Red Hat Enterprise Linux Server 订阅。

2.3 评估。请求评估订阅即表示贵方声明仅将订阅服务用于评估目的，且贵方理解红帽向贵方提供评估订阅时将取决于贵方声明的准确性。如果贵方将红帽评估订阅用于任何其他目的，即属于违反本协议，且贵方需要向红帽支付上文第 1.1 和 1.2 节规定的相应订阅费用及适用法律规定的任何和所有其他补偿。此类违规行为包括但不限于：将评估订阅中的订阅服务用于生产目的、向第三方提供支持服务，或将评估订阅中的订阅服务用于补充或增补第三方的支持服务。

2.4 商业伙伴提供的支持。某些客户从授权的红帽商业伙伴那里获得软件订阅的支持，在这种情况下，应由此商业伙伴而非红帽向贵方提供支持。仅当贵方购买的订阅服务是由红帽提供支持时，才适用第 2.5 至 2.8 节的条款。如果贵方购买的订阅服务是由红帽商业伙伴提供支持，则第 2.5 至 2.8 节条款不适用于贵方，贵方应当联系商业伙伴获得支持服务。

2.5 红帽提供的支持。

“**开发支持**”包括在特定红帽生命周期阶段（如上文第 1.7 节所述）用于开发目的提供的与适用软件的安装、使用、故障诊断和缺陷修复有关的协助。**开发支持**还包括提供有关架构、设计、开发及原型设计方面的建议。部署和维护协助和/或出于生产目的的协助方面的请求不包括在开发支持的范围内，但可按照独立协议的条款以咨询的方式请求提供。

“**开发支持**”包括在特定红帽生命周期阶段（如上文第 1.7 节所述）用于生产目的提供的与软件的安装、应用测试、使用、故障诊断和缺陷修复有关的协助。生产支持不包括以下方面的协助：代码开发、系统设计、网络设计、架构设计、优化、调优建议、安全规则或策略的制定或实施、随红帽软件提供的第三

with code development, system design, network design, architectural design, optimizations, tuning recommendations, development or implementation of security rules or policies, third party software made available with Red Hat Software (listed at www.redhat.com/licenses/thirdparty/eula.html), supplementary RHN channels and/or preview technologies.

Red Hat provides Support for the Red Hat Products that you purchase and does not provide Support for any underlying infrastructure or for any third party products that may be running on any servers, virtual machines or containers.

To access and use Support, you must provide Red Hat with sufficient information to validate your entitlement to the relevant Support. The scope of the Support is based on the level (for example, Self-support, Standard or Premium) and type of Subscription Services you purchased. Certain Support is provided only during Red Hat's local standard business hours.

2.6 Support Coverage. We do not provide Support for Software that (a) you (or a third party) have modified or recompiled, (b) is running on hardware or platformsthat are not Supported Hardware or (c) is running in an unsupported Use Case as described in an Exhibit. You are responsible for testing the Software before deploying it in your environment. You should also backup your systems on a regular basis and have those backups available if needed for support purposes.Except as otherwise expressly stated, Support does not include data migration or data recovery support.

Red Hat will use commercially reasonable efforts to provide Support in accordance with the guidelines contained in Table 2.7 below. Support is provided in the English language and may be available in other languages based on available resources. Red Hat's Support telephone numbers and local standard business hours ("**Standard Business Hours**") are listed at <https://access.redhat.com/support/contact/technicalSupport.html>.

2.7 Service Level Guidelines. Support is available in one or more of the following support levels, depending on the Red Hat Product: Self-support, Standard or Premium, as shown in Table 2.7 below. Software Access and Software Maintenance are generally provided to you through a Red Hat-hosted delivery portal, such as Red Hat Customer Portal, Red Hat Update Infrastructure ("RHUI") and/or Red Hat Network ("RHN") (collectively, "**Red Hat Portal**"). After the Initial Response, Red Hat will provide status updates on the issue until (i) the issue is resolved; (ii) the issue is downgraded to a lower Severity Level (in which case status updates will be provided in accordance with the update guidelines applicable the new Severity Level); or (iii) the parties agree on an alternative update schedule.

方软件（在 www.redhat.com/licenses/thirdparty/eula.html 上列出）、补充 RHN 通道和/或预览技术。

红帽向贵方提供贵方所购买的红帽产品的技术支持，对于运行在任何服务器、虚拟机或容器上的任何潜在基础架构或任何第三方产品，红帽不提供技术支持。

要获得和使用支持，贵方必须向红帽提供足够的信息，以证实贵方有权获得相关的支持。支持的范围取决于贵方购买的订阅服务的级别（如自助、标准或高级）和类型。某些支持仅在红帽当地标准营业时间内提供。

2.6 支持服务涵盖范围。我们不为以下软件提供支持：(a) 贵方（或第三方）修改或重新编译过的软件，(b) 在不支持的硬件或平台上运行的软件，或 (c) 在不支持的使用案例（如附录中所述）下运行的软件。在将软件部署到贵方的环境之前，由贵方负责对软件进行测试。贵方还应当定期备份系统，并在需要使用这些备份来提供支持时确保这些备份可用。除非额外明确表述，支持内容不包括数据迁移或数据恢复支持。

红帽将尽商业上合理的努力来按照下面表 2.7 中所包含的准则提供支持。支持以英文提供，根据资源的可用情况，也可能以其他语言提供。红帽的支持服务电话和当地标准营业时间（“**标准营业时间**”）在以下网址列出：
<https://access.redhat.com/support/contact/technicalSupport.html>。

2.7 服务级别准则。根据红帽产品的不同，支持有以下一个或多个级别可供选择：自助、标准或高级（如表 2.7 所示）。软件访问途径和软件维护通常通过红帽托管的交付门户提供给贵方，例如 Red Hat Customer Portal、Red Hat Update Infrastructure ("RHUI") 和/或 Red Hat Network ("RHN")（统称为“**红帽门户网站**”）。在初始响应后，红帽将针对该问题提供状态更新，直到 (i) 问题得到解决；(ii) 问题降级到较低的严重性级别（在此情况下，将根据适用于新严重性级别的更新准则提供状态更新）；或 (iii) 双方同意采用替代的更新时间表。

Table 2.7

	Self-support	Standard	Premium	
Hours of Coverage	None	Standard Business Hours	Standard Business Hours and 24x7 for Severity 1 And 2	
Support Channel	None	Web and Phone	Web and Phone	
Number of Cases	None	Unlimited	Unlimited	
Software Maintenance	via Red Hat Portal	via Red Hat Portal	via Red Hat Portal	
Response Guidelines	N/A	Initial and Ongoing	Initial	Ongoing

	Self-support	Standard	Premium	
		Response	Response	Response
Severity 1 (Urgent): A problem that severely impacts your use of the Software in a production environment (such as the loss of production data or production systems not functioning). The situation halts your business operations and no procedural work around exists.	N/A	1 Business Hour	1 hour	1 hour
Severity 2 (High): A problem where the Software is functioning but your use in a production environment is severely reduced. The situation is causing a high impact to portions of your business operations and no procedural work around exists.	N/A	4 Business Hours	2 hours	4 hours
Severity 3 (Medium): A problem that involves partial, non-critical loss of use of the Software in a production environment or Development environments. For production environments, there is a medium-to-low impact on your business, but your business continues to function, including by using a procedural work around. For development environments, where the situation is causing your project to no longer continue or migrate into production.	N/A	1 Business Day	4 Business Hours	8 Business Hours
Severity 4 (Low): A general usage question, reporting of a documentation error or recommendation for a future product enhancement or modification. For production environments, there is low-to-no impact on your business or the performance or functionality of your system. For development environments, there is a medium-to-low impact on your business, but your business continues to function, including by using a procedural work around.	N/A	2 Business Days	8 Business Hours	2 Business Days

Note: The guidelines set forth in Table 2.7 do not apply to the Developer Subscriptions described in Exhibit 1.C.

表 2.7

	自助	标准	高级	
服务时间	无	标准营业时间	标准营业时间 对于严重性级别 1 和 2 的问题, 为 7 x 24 全天候	
支持方式	无	网络和电话	网络和电话	
案例数	无	不限	不限	
软件维护	通过红帽门户网站	通过红帽门户网站	通过红帽门户网站	
响应准则	不适用	初始及当前响应	初始及当前响应	更新
严重性级别 1 (紧急): 严重影响贵方在生产环境下使用软件的问题 (如丢失生产数据或生产系统无法正常工作)。这种情况会使贵方的业务运营中断, 并且没有程序性解决方法。	不适用	1 个工作时	1 个小时	1 个小时
严重性级别 2 (高): 软件可以工作, 但在生产环境下使用软件时会受到严重影响。这种情形会对贵方的部分业务运营造成较大的影响, 并且不存在程序性解决方法。	不适用	4 个工作时	2 个小时	4 个小时
严重性级别 3 (中): 在生产或开发环境下使用软件的部分非关键性功能丧失。在生产环境下, 贵方的业务受到中到低等程度的影响, 但仍可继续正常运行, 包括通过采取程序性解决方法。在开发环境下, 此情况会导致贵方的项目无法继续进行或无法迁移到生产环节。	不适用	1 个工作日	4 个工作时	8 个工作时
严重性级别 4 (低): 一般性使用问题, 报告文档错误或对日后的产品增强或修改提出建议。在生产环境	不适用	2 个工作日	8 个工作时	2 个工作日

	自助	标准	高级
下，贵方的业务或系统的性能或功能受到低等程度的影响或没有影响。在开发环境下，贵方的业务受到中到低等程度的影响，但仍可继续正常运行，包括通过采取程序性解决方法。			

注意： 表 2.7 中提出的准则并不适用于附录 1.C 中描述的开发人员支持订阅。

2.8 Support Contacts. For the Software Subscriptions, you may contact Red Hat through your designated Support Contacts. You may designate up to the number of contacts described in Table 2.8 below based on the number of Standard and Premium Software Subscriptions you have purchased (other than for Academic Edition Customers with Campus Wide Subscriptions*). We will provide Subscription Services to you solely by communicating during the Hours of Coverage with the individual Support Contact(s) you appoint. For Premium Support, in order to receive 24x7 coverage for Severity 1 and 2 issues, you must provide a dedicated point of contact who will be available until the issue is resolved. You may change your designated Support Contacts by notifying us in writing and giving us five business days to process the change. The Support Contacts should have “read and write” access to the necessary files, English language communication skills and relevant technical knowledge.

2.8 支持联系人. 贵方可通过贵方指定的支持联系人联络红帽以获取软件订阅服务。贵方可根据已购买的标准及高级软件订阅（不包括教学版客户在校园范围内的订阅*）的数量指定最多下表 2.8 中所述联系人的数量。我们将在服务时间内与贵方委任的支持联系人单独沟通向贵方提供订阅服务。对于严重性为 1 和 2 的问题，为了获得 24x7 全天候的高级支持，贵方必须提供一个专门的联系人，在问题解决之前可以随时联系到此人。贵方可更改指定的支持联系人，并向书面通知我方，同时提供我方五个营业日以处理该变更。支持联系人应拥有“读写”所需文件的权限、英语沟通能力及相关技术知识。

Table 2.8

Number of Standard and Premium Software Subscriptions (excluding Red Hat JBoss Subscriptions)	Number of Cores included in Red Hat JBoss Software Subscriptions	Support Contacts
1 to 250	1 to 255	Up to 20
251 to 1000	256 to 1,024	Up to 40
Every additional 1,000	Every additional 1,024	40 additional
1 to 250	1 to 255	Up to 20
251 to 1000	256 to 1,024	Up to 40
Every additional 1,000	Every additional 1,024	40 additional

*For Academic Edition Customers with Campus Wide Subscriptions, you may have three (3) Support Contacts for every one thousand (1,000) FTEs.

表 2.8

标准及高级软件订阅的数量（不包括 Red Hat JBoss 订阅）	Red Hat JBoss 软件订阅中所含核心的数量	支持
1 至 250	1 至 255	20
251 至 1000	256 至 1024	40
额外每 1000	额外每 1,024	额外 40
1 至 250	1 至 255	20
251 至 1,000	256 至 1,024	40
额外每 1,000	额外每 1,024	额外 40

*对于教学版客户在校园范围内的订阅服务，贵方可为每一千 (1,000) 位全职人员提供三 (3) 个支持联系人。



1. Unit of Measure and Purchasing Requirements for Red Hat Enterprise Linux Server

You must purchase the appropriate number and type of Software Subscription(s) for each Unit of Red Hat Enterprise Linux Server including variants such as Red Hat Enterprise Linux Server for HPC Compute Nodes, Red Hat Enterprise Linux for power and Red Hat Enterprise Linux for SAP Applications, based on the capacity of such Unit as described in Table 1 below. Multiple Software Subscriptions may be “stacked” to account for the capacity of a given Unit subject to certain limitations (see Note 1 below). “Stacking” (or “Stackable”) means the application of more than one of the same Subscription to account for additional capacity.

1. Red Hat Enterprise Linux Server 的计量单位和购买要求

贵方必须按照下表 1 所述的容量，为 Red Hat Enterprise Linux Server（包括 Red Hat Enterprise Linux Server for HPC Compute Nodes、Red Hat Enterprise Linux for IBM power 及 Red Hat Enterprise Linux for SAP Applications 等变型）的各个单位购买相应数量和类型的软件订阅。为达到给定单位的容量要求，可堆叠多个软件订阅，受制于特定的限制（见下注 1）。“堆叠”（或“可堆叠”）是指通过应用多个相同的订阅来实现附加容量。

Table 1

Software Subscription	Support Level	Unit of Measure	Capacity		Stackable
			Socket(s)	Virtual Nodes	
Red Hat Enterprise Linux Server (Physical or Virtual Nodes) Red Hat Enterprise Linux for SAP HANA (see Note 1 below)	Standard or Premium	Physical Node or Virtual Node	Socket-pair for each Physical Node or 2 Virtual Nodes		Physical Node: Yes Virtual Node: Yes
Red Hat Enterprise Linux for Virtual Datacenters (see Note 2 below)	Standard or Premium	Physical Node	Socket-pair	Unlimited Virtual Nodes running on a Socket-pair	Physical Node: Yes Virtual Node: Yes
Red Hat Enterprise Linux for Power	Standard or Premium	Power IFL	Up to 4 processor cores	N/A	Power IFL: Yes
Red Hat Enterprise Linux for System z	Standard or Premium	System z IFL	N/A	N/A	System z IFL: Yes
Red Hat Enterprise Linux for Hyperscale	Standard	Physical Node	Band of SOCs	None	Physical Node: No Virtual Node: No
Red Hat Enterprise Linux Server Entry Level (see Note 1 below)	Self-support	Physical Node	Socket-pair	None	Physical Node: No Virtual Node: Yes
Red Ha OpenStack Platform Red Hat Enterprise Linux with Smart Virtualization	Standard or Premium	Physical Node	Socket-pair	Unlimited Virtual Nodes running on a Socket-pair	Physical Node: Yes Virtual Node: Yes
Red Hat Enterprise Linux Server	Standard or Premium	System	1-2 Sockets, 4 Sockets, or 8 Sockets	1 Virtual Guest, 4 Virtual Guests, or Unlimited Virtual Guests	Sockets: No Virtual Guest: Yes
Red Hat Enterprise Linux Server	Self-support	System	1-2 Sockets	1 Virtual Guest	Sockets: No Virtual Guest: No
Red Hat Enterprise Linux for PRIMEQUEST (see Note 1 below)	Premium	Physical Node	1-2 Sockets, 9 Logical Partitions 4 Sockets, 10 Logical Partitions 6 Sockets 11 Logical Partitions or 8 Sockets 12 Logical Partitions		Sockets: No Virtual Guest: Yes
Red Hat Enterprise Linux for	Premium	System	1-2 Sockets, 4 Sockets,	1 Virtual Guest, 4 Virtual Guests, or	Sockets: No Virtual Guest: Yes

PRIMEQUEST			6 Sockets or 8 Sockets	Unlimited Virtual Guests	
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表 1

软件订阅	支持级别	测量单位	容量 插槽 虚拟节点		是否可堆叠
Red Hat Enterprise Linux Serve (物理节点或虚拟节点) Red Hat Enterprise Linux for SAP HANA (见下注 1)	标准或高级	物理节点 或 虚拟节点	每个物理节点或每两个虚拟节点配备一个 Socket-pair		物理节点: 是 虚拟节点: 是
Red Hat Enterprise Linux for Virtual Datacenters (见下注 2)	标准或高级	物理节点	Socket-pair	单个 Socket-pair 上的虚拟节点数量不限	物理节点: 是 虚拟节点: 是
Red Hat Enterprise Linux for Power	标准或高级	Power IFL	最多 4 个处理器核心	不适用	Power IFL: 是
Red Hat Enterprise Linux for System z	标准或高级	System z IFL	不适用	不适用	System z IFL: 是
Red Hat Enterprise Linux for Hyperscale	标准	物理节点	系统芯片组	无	物理节点: 否 虚拟节点: 否
Red Hat Enterprise Linux Server Entry Level (见下注 1)	自助	物理节点	Socket-pair	无	物理节点: 是 虚拟节点: 是
Red Hat OpenStack Platform Red Hat Enterprise Linux with Smart Virtualization	标准或高级	物理节点	Socket-pair	单个 Socket-pair 上的虚拟节点不限	物理节点: 是 虚拟节点: 是
Red Hat Enterprise Linux Server	标准或高级	系统	1-2 个插槽、 4 个插槽或 8 个 插槽	1 个虚拟 Guest、4 个虚拟 Guest 或无 限个虚拟 Guest	插槽: 否 虚拟 Guest: 是
Red Hat Enterprise Linux Server	自助	系统	1-2 个插槽	1 个虚拟 Guest	插槽: 否 虚拟 Guest: 否
Red Hat Enterprise Linux for PRIMEQUEST(见下注 1)	高级	物理节点	1-2 个插槽、9 个逻辑分区 4 个插槽、10 个逻辑分区 6 个插槽、11 个逻辑分区或 8 个插槽、12 个逻辑分区		插槽: 否 虚拟 Guest: 是
Red Hat Enterprise Linux for PRIMEQUEST	高级	系统	1-2 个插槽、 4 个插槽或 8 个 插槽	1 个虚拟 Guest、4 个虚拟 Guest 或无 限个虚拟 Guest	插槽: 否 虚拟 Guest: 是

A “**Socket**” is a socket occupied by a CPU on a System or Physical Node. For purposes of this Exhibit 1.A, a “**Socket-pair**” is up to two sockets each occupied by a CPU on a System or Physical Node. A “**System on a Chip**” or “**SOC(s)**” is a single integrated circuit that includes the major components of a computer and is generally recognized as a system on a chip. A “**Virtual Guest**” is an instance of the Software that is executed, in whole or in part, on a System that is a virtual machine. When you deploy a guest operating system in a virtualized environment, you are responsible for securing the required license rights for any third party operating systems or other software that you use.

“**插槽**”是指系统或物理节点中 CPU 占用的插槽。就附录 1.A 而言，“**Socket-pair**”是指系统或物理节点中 CPU 占用的插槽，最多两个。“**System on a Chip**”或“**SOC(s)**”是指包含一台电脑主要构成部分的一个单一集成电路，通常称为系统芯片。“**虚拟 Guest**”是指在虚拟机系统上完全或部分地执行的软件实例。在虚拟化环境中部署 Guest 操作系统时，由贵方负责为任何第三方操作系统或贵方使用的其他软件获得所需的许可授权。

Note 1: Each Physical Node supports a maximum number of four (4) virtual instances that may consist of Red Hat Enterprise Linux Virtual Nodes, Virtual Guests or any other guest operating system, provided containers that only include user space (non-kernel) components do not count towards the maximum four (4) virtual instances.

Note 2: Please note that Red Hat Enterprise Linux for Virtual Datacenters Subscriptions do not include an entitlement for the host operating system.

注 1: 每个物理节点支持最多四(4)个可能包括 Red Hat Enterprise Linux 虚拟节点、虚拟 Guest 或其他 Guest 操作系统的虚拟实例，条件是容器中只包含未达到最多四(4)个虚拟实例的使用者空间（非核）组件。

注 2: Red Hat Enterprise Linux for Virtual Datacenters 订阅不包括主机操作系统授权。

2. Red Hat Enterprise Linux Server Add-Ons

Red Hat Enterprise Linux Server Subscriptions may be purchased with one or more add-on options (“**Add-On(s)**”). Add-Ons require a separate paid and active Software Subscription for each Unit that deploys, installs, uses or executes such Add-On. Each Unit of Add-Ons (i) must match the Unit of Measure and capacity as the underlying Red Hat Enterprise Linux Unit and (ii) inherits the Support Level (Standard and/or Premium) of the underlying Red Hat Enterprise Linux Unit. Add-Ons are not supported on Red Hat Enterprise Linux Subscriptions with a Self-support service level except Smart Management Add-Ons. The Add-Ons include: High Availability, Load Balancer, Resilient Storage, Scalable File System, Smart Management, Extended Update Support Extended Life Cycle Support and Red Hat Insights.

2.1 Red Hat Insights. Red Hat Insights is an optional Add-On hosted service designed to help you proactively identify and resolve technical issues in Red Hat Enterprise Linux and Red Hat Cloud Infrastructure environments.

3. Red Hat Enterprise Linux Server Support Options

Red Hat Enterprise Linux Server Subscriptions may be purchased with various levels of Production Support including Self-support, Standard and Premium Support Levels. Note that not all Production Support options are available for all Red Hat Enterprise Linux Server Subscriptions, configurations or customers. For example, Self-support is available only for (a) Systems without Add-Ons (except Smart Management); and (b) customers who do not have a Red Hat Technical Account Manager.

4. Red Hat Enterprise Linux Server Use Cases

Subscription Services are provided for Software only when used for its supported purpose (“**Use Case**”) in accordance with the terms of this Exhibit 1.A and Table 4 below.

2. Red Hat Enterprise Linux Server 附加功能

Red Hat Enterprise Linux Server 订阅可以随附购买一个或多个附加功能选项（“**附加功能**”）。附加功能需要针对每个部署、安装、使用或执行该等附加功能的单位单独支付有效的软件订阅。附加功能的每个单位：(i) 必须与基础 Red Hat Enterprise Linux 单位的测量单位和容量相匹配；且 (ii) 获得基础 Red Hat Enterprise Linux 单位的支持级别（标准和/或高级）。附加功能不支持带自助服务水平的 Red Hat Enterprise Linux 订阅（智能管理附加功能除外）。附加功能包括：高可用性、负载均衡器、弹性存储、可扩展文件系统、智能管理、延期更新支持、延期生命周期支持和Red Hat Insights。

2.1 Red Hat Insights. Red Hat Insights是一种可选的附加功能托管服务，旨在帮您主动识别并且解决红帽企业Linux和红帽云基础设施环境中的技术问题。

3. Red Hat Enterprise Linux Server 支持选项

Red Hat Enterprise Linux Server 订阅可随附购买各种级别的生产支持，其中包括自助、标准和高级支持级别。请注意，并非所有 Red Hat Enterprise Linux Server 订阅、配置或客户都可以购买所有生产支持选项。例如，自助支持仅适用于：(a) 不带附加功能（智能管理除外）的系统，以及 (b) 没有 Red Hat 技术客户经理的客户。

4. Red Hat Enterprise Linux Server 使用案例

仅在按照本附录 1.A的条款和下面表 4 的规定用于其支持的目的（“**使用案例**”）时，红帽才会为软件提供订阅服务。

Table 4

Software	Use Case
Red Hat Enterprise Linux Server Red Hat Enterprise Linux for Power Red Hat Enterprise Linux Server for System z	Server computing, including delivery of services to other logical or physical client or server systems and the execution of multi-user applications. You may not split or apply one Red Hat Enterprise Linux Software Subscription to two or more Units.
Red Hat Enterprise Linux for Real Time	Only systems running (a) operating environments identified at www.redhat.com/mrg/hardware as Red Hat Enterprise Linux for Real Time compatible and (b) hardware systems identified as Red Hat Enterprise Linux for Real Time certified at https://hardware.redhat.com will be supported.
Red Hat Enterprise Linux for PRIMEQUEST	Subscription Services are provided only on Fujitsu PRIMEQUEST systems. You may not split or apply one Red Hat Enterprise Linux for PRIMEQUEST Software Subscription to two or more Units or any other systems.
Red Hat Enterprise Linux for SAP HANA	Subscription Services are provided only on Supported Hardware certified by SAP to run

Software	Use Case
	SAP's HANA platform.
Red Hat Enterprise Linux for Hyperscale	Subscriptions Services are provided only on Supported Hardware in the form of chassis that contain and use at least five (5) SOC's.
Red Hat Enterprise Linux for HPC Compute Nodes Red Hat Enterprise Linux for HPC Head Nodes	High performance computing ("HPC") that consists of a minimum set of four Systems that are networked and managed to perform compute-intensive workloads ("cluster") with all of the following characteristics: (a) the cluster is used for compute-intensive distributed tasks sent to individual compute nodes within the cluster, (b) the cluster works as a single entity or system on specific tasks by performing compute-intensive operations on sets of data (Systems running a database, web application, load balancing or file serving clusters are not considered HPC nodes), (c) the number of management or head nodes does not exceed one quarter of the total number of nodes in the cluster and (d) all compute nodes in the cluster have the same Red Hat Enterprise Linux configuration. When Red Hat Enterprise Linux for HPC Head Nodes (an optional Software Subscription for management of compute nodes) is combined with Red Hat Enterprise Linux for HPC Compute Nodes Software Subscriptions for the compute nodes in the same cluster, the compute nodes inherits the Service Level (as set forth in Section 2.1 of Appendix 1) of the Head Node.
Red Hat Enterprise Linux for Grid Nodes	A compute "Grid" means a minimum of fifty (50) Socket-pairs that are networked and managed to solve workloads with the following characteristics: (a) all the nodes in the group of systems have the same Red Hat Enterprise Linux configuration, (b) the group of systems is running a single application or is controlled by a single job scheduler, (c) the workloads are sent to the group of systems by a job scheduler, (d) the workloads are maintained in a single distributed application across the nodes in the group of systems, (e) the workloads are non-interactive, and (f) the production outage of the complete group of systems is defined as 30% of the nodes in the group of systems being unable to run the workload. The nodes in Grid are not running databases, web applications, load balancing, or file services.
Red Hat Enterprise Linux with Smart Virtualization Red Hat Enterprise Linux for Power with Smart Virtualization	Supported on physical hardware solely to support virtual guests. Red Hat Enterprise Linux with Smart Virtualization is designed to run and manage virtual instances. The included Red Hat Enterprise Linux is supported solely when used as the host operating system with the Red Hat Enterprise Virtualization Hypervisor or when used as the guest operating system with virtual machines.
Add-Ons: High Availability, Load Balancer, Resilient Storage, Scalable File System, Extended Update Support, Extended Life Cycle Support, and Red Hat Insights	Only supported on active Standard and Premium level Red Hat Enterprise Linux Server Software Subscriptions.
Red Hat Enterprise Linux Server used as a Virtual Guest	Virtual Guests may be pooled or shared on any other System that has a Software Subscription with the same (a) Support Level (Standard or Premium) and (b) number of Virtual Guests (1, 4 or unlimited Virtual Guests), provided that you do not exceed the total number of Virtual Guests associated with the underlying Software Subscriptions. Note: When you use Red Hat Enterprise Virtualization or third party software as a host operating system or hypervisor, you must purchase separate Software Subscriptions for each host System running the Virtual Guest.
Red Hat Enterprise Linux for Disaster Recovery	Systems or Physical Nodes used intermittently for disaster recovery purposes such as systems receiving periodic backups of data from production servers, provided those disaster recovery systems have the same Service Levels (as set forth in Appendix 1, Section 2.7) and configurations (e.g. Socket-pairs, Virtual Guests, Cores).
Red Hat Enterprise Linux for Retail	Systems used at retail store locations with the same application stack excluding any data center deployments.

表 4

软件	使用案例
Red Hat Enterprise Linux Server Red Hat Enterprise Linux for Power Red Hat Enterprise Linux Server for System z	服务器计算，包括向其他逻辑或实体客户端或者服务器系统交付服务，以及执行多用户应用程序。贵方不得拆分或将一个 Red Hat Enterprise Linux 软件订阅应用于两个或多个单位。
Red Hat Enterprise Linux for Real Time	仅支持运行(a)操作环境于 www.redhat.com/mrg/hardware 指认为与Red Hat Enterprise Linux for Real Time兼容，和(b)硬件系统于 https://hardware.redhat.com 指认为经Red Hat Enterprise Linux for Real Time认证的系统。

软件	使用案例
Red Hat Enterprise Linux for PRIMEQUEST	订阅服务仅为Fujitsu PRIMEQUEST systems提供。贵方不得拆分或将一个用于PRIMEQUEST的 Red Hat Enterprise Linux 软件订阅应用于两个或多个单位。
Red Hat Enterprise Linux for SAP HANA	订阅服务仅向支持的硬件提供，该支持的硬件需经SAP认证以运行SAP的HANA平台。
Red Hat Enterprise Linux for Hyperscale	订阅服务仅向支持的硬件以机架的形式提供，该等机架包含或使用至少五（5）个系统芯片。
Red Hat Enterprise Linux for HPC Compute Nodes Red Hat Enterprise Linux for HPC Head Nodes	高性能计算（“HPC”），最少由四个联网的受管系统组成，用于执行具有以下所有特征的计算密集型工作负载（“集群”）：(a) 集群用于将计算密集型分布式任务发送到集群中的各个计算节点，(b) 通过对数据集执行计算密集型操作，集群以单个实体或系统的形式执行特定任务（运行数据库、Web 应用程序、负载均衡或文件服务集群的系统不被视为HPC 节点），(c) 管理节点或头节点的数量不超过集群中节点总数的四分之一，并且 (d) 集群中的所有计算节点都采用相同的 Red Hat Enterprise Linux 配置。当 Red Hat Enterprise Linux for HPC Head Nodes（可选用管理计算节点的软件订阅）与相同集群中计算节点的 Red Hat Enterprise Linux for HPC Compute Nodes 软件订阅相结合时，计算节点获得 Head Node 的服务级别（如附录 1 第 2.1 节所规定）。
Red Hat Enterprise Linux for Grid Node	计算“网格”包含至少五十（50）个联网的受管 Socket-pair，用于处理具有以下特征的工作负载：(a) 系统组中的所有节点都具有相同的 Red Hat Enterprise Linux 配置，(b) 系统组正在运行单个应用程序或由单一作业调度程序所控制，(c) 工作负载通过作业调度程序被发送到系统组，(d) 工作负载跨系统组中的节点维持在单个分布式应用程序中，(e) 工作负载不是交互式的，(f) 整个系统组的生产停工被定义为系统组中 30% 的节点无法运行工作负载。网格中的节点不运行数据库、Web 应用程序、负载均衡或文件服务。
Red Hat Enterprise Linux with Smart Virtualization Red Hat Enterprise Linux for Power with Smart Virtualization	仅当物理硬件支持虚拟Guests时受支持。Red Hat Enterprise Linux with Smart Virtualization被设计用于运行和管理虚拟实例。当其包含的Red Hat Enterprise Linux与Red Hat Enterprise Virtualization Hypervisor共同用于托管的操作系统时或用于虚拟机的Guest操作系统时方被支持。
附加功能：高可用性、负载均衡器、弹性存储、可扩展文件系统、延期更新支持、延期生命周期支持和Red Hat Insights	仅在使用有效的 Red Hat Enterprise Linux Server 标准和高级软件订阅时才受支持。
Red Hat Enterprise Linux Server 用作虚拟 Guest	虚拟 Guest 可以在任何其他具有Red Hat Enterprise Linux Server 软件订阅支持相同的 (a) 级别（标准或高级）和 (b) 虚拟Guests的数量（1, 4 或 无限制虚拟 Guests)的系统上池化或共享，但前提是贵方未超过与基础软件订阅关联的虚拟 Guest 总数。 注意： 在使用 Red Hat Enterprise Virtualization 或第三方软件作为主机操作系统或Hypervisor 时，贵方必须为每个运行虚拟 Guest 的主机系统购买单独的软件订阅。
Red Hat Enterprise Linux for Disaster Recovery	用于灾难恢复目的且间歇性使用的系统或物理节点（例如从生产服务器接收定期备份数据的系统），前提是这些灾难恢复系统具有相同的服务级别（如附录 1 第 2.7 节中所规定）和配置（如，Socket-pairs, 虚拟Guests, 核心）。
Red Hat Enterprise Linux for Retail	用于零售地点使用的系统具有相同的应用，排除任何数据中心的部署

4.1 Red Hat Enterprise Linux Server – Atomic Host. Red Hat Enterprise Linux Server may be deployed in Atomic Host mode. Atomic Host mode is an optional delivery, deployment and updating mechanism designed to support container based environments. At installation, you may elect to install Red Hat Enterprise Linux Server via (a) the RPM package manager based methodology or (b) the Atomic host layered image methodology for container based applications. Each deployment of Red Hat Enterprise Linux, regardless of the method, constitutes a Unit.

4.1 Red Hat Enterprise Linux Server – Atomic Host. Red Hat Enterprise Linux Server 可在 Atomic Host 模式下部署。Atomic Host 模式是为容器环境设计的可选交付、部署和更新机能。安装时，贵方可通过 (a) RPM套件管理方式或 (b) Atomic host 容器应用程序层象方式安装 Red Hat Enterprise Linux Server。每个Red Hat Enterprise Linux的部署，不论方式，包含一个单元。

5. Red Hat Enterprise Virtualization Use Cases

You must purchase the appropriate number and type of Software Subscription(s) for each Physical Node that deploys, installs, uses or executes Red Hat Enterprise Virtualization based on the number of Socket-pairs. Subscription Services are provided for Red Hat Enterprise Virtualization for Servers only when used for its supported Use Case in accordance with the terms of this Exhibit 1.A and Table 5 below. A Red Hat Enterprise Virtualization for Servers Software Subscription comes with RHEV- Manager,

5. Red Hat Enterprise Virtualization 使用案例

贵方必须根据 Socket-pairs 的数量为部署、安装、使用或执行Red Hat Enterprise Virtualization 的每个物理节点购买适当数量和类型的软件订阅。仅在按照本附录 1.A的条款和下面表 5 的规定用于其支持的使用案例时，红帽才会为 Red Hat Enterprise Virtualization for Servers 提供订阅服务。Red Hat Enterprise Virtualization for Servers 软件订阅带有 RHEV-Manager，因此需要购买一个基础 Red Hat Enterprise Linux 软件订阅用于各个运行 RHEV-Manager 的单位系统（即，物理节点或虚拟节点）。

which requires the purchase of an underlying Red Hat Enterprise Linux Software Subscription for each Unit (i.e., Physical Node or Virtual Node) System running RHEV-Manager.

Table 5

Software	Use Case
Red Hat Enterprise Virtualization	Supported on physical hardware solely to support virtual guests. Red Hat Enterprise Virtualization is designed to run and manage virtual instances and does not support user-space applications. Red Hat Enterprise Virtualization may be used as a virtual desktop infrastructure solution, however, the Subscription does not come with software or support for the desktop operating system. You must purchase the operating system for each instance of a desktop or server separately.

表 5

软件	使用案例
Red Hat Enterprise Virtualization	实体硬件上的服务器计算仅支持虚拟 Guest。Red Hat Enterprise Virtualization 适用于运行和管理虚拟实例，不支持用户空间应用程序。Red Hat Enterprise Virtualization 可用作一个虚拟台式计算机架构解决方案，然而，订阅不带软件或不支持台式计算机的操作系统。贵方需要购买分别用于每个台式计算机或服务器实例的操作系统。

6. Red Hat Enterprise Linux Desktop Software Subscriptions 6. Red Hat Enterprise Linux Desktop 软件订阅

Software Subscriptions for Red Hat Enterprise Linux Desktops and Workstations are subject to the parameters set forth in Table 6 below. Each Red Hat Enterprise Linux Desktop and Workstation Software Subscription includes one Red Hat Network system entitlement and one Smart Management Module, each to be used solely with a single Red Hat Enterprise Linux Desktop or Workstation System. Production Support for Red Hat Enterprise Linux Desktop subscriptions is limited to web-based support only for your helpdesk support personnel. Red Hat is not obligated to support your end users directly.

Red Hat Enterprise Linux Desktop 和 Red Hat Enterprise Linux Workstation 的软件订阅受下面表 6 中所规定的参数的限制。每个 Red Hat Enterprise Linux Desktop 和 Red Hat Enterprise Linux Workstation 软件订阅均包括一个 Red Hat Network 系统权限和一个智能管理模块，每个都只能与单个 Red Hat Enterprise Linux Desktop 或 Red Hat Enterprise Linux Workstation 系统配合使用。Red Hat Enterprise Linux Desktop 订阅的生产支持仅限于针对贵方终端用户支持人员的基于网络的支持。红帽没有义务直接支持贵方的最终用户。

Table 6

	Desktop	Workstation
Maximum CPUs supported	1	2
Maximum memory supported	8GB	Unlimited
Number of Virtual Guests supported	1	1
Includes open source server applications (e.g., Apache, Samba, or NFS), supported for use on personal systems for testing and development purposes or to share data with peers	No	Yes
Includes the Red Hat Enterprise Linux software development stack	No	Yes

表 6

	桌面	工作站
支持的最大 CPU 数	1	2
支持的最大内存	8GB	不限
支持的虚拟 Guest 数量	1	1
包含开源代码服务器应用程序（例如 Apache、Samba 或 NFS），支持在个人系统中用于测试和开发用途，或与对等方共享数据	否	是
包含 Red Hat Enterprise Linux 软件开发堆栈	否	是

6.1 Red Hat Enterprise Linux Desktop and Red Hat Enterprise Linux Workstation Use Cases. Subscription Services are provided for Red Hat Enterprise Linux Desktop and Workstation only when used for its supported Use Case in accordance with the terms of this Exhibit 1.A and Table 6.1 below.

6.1 Red Hat Enterprise Linux Desktop和Red Hat Enterprise Linux Workstation 使用案例。仅在按照本附录 1.A的条款和下面表 6.1 的规定用于其支持的使用案例时，红帽才会为 Red Hat Enterprise Linux Desktop 和 Red Hat Enterprise Linux Workstation 提供订阅服务。

Table 6.1

Software	Use Case
Red Hat Enterprise Linux Desktop Red Hat Enterprise Linux Workstation	<p>Personal computing systems with a primary purpose of executing applications and/or services for a single user who is typically working from a directly connected keyboard and display.</p> <p>Note: Deploying the associated Red Hat Network system entitlements or Smart Management Modules on a system other than Red Hat Enterprise Linux Desktop or Workstation, as applicable, is not a supported Use Case.</p>

表 6.1

软件	使用案例
Red Hat Enterprise Linux Desktop Red Hat Enterprise Linux Workstation	<p>个人计算系统，主要用途是为使用直连式键盘和显示器的单个用户执行应用程序和/或服务。</p> <p>注意：在 Red Hat Enterprise Linux Desktop 或 Red Hat Enterprise Linux Workstation 以外的系统上部署关联的 Red Hat Network 系统权限或智能管理模块不是受支持的使用案例。</p>

7. Red Hat Enterprise Linux – Academic Edition

Software Subscriptions for Red Hat Enterprise Linux – Academic Editions are subject to the additional terms and conditions, including Use Cases set forth in Table 7 below.

7. Red Hat Enterprise Linux – 教学版

Red Hat Enterprise Linux – 教学版的软件订阅受附加条款和条件（包括下面表 7 中规定的使用案例）的限制。

Table 7

Software	Use Case
Red Hat Enterprise Linux – Academic Server Red Hat Enterprise Linux Academic Desktop Red Hat Enterprise Linux Academic Workstation	<p>Red Hat Enterprise Linux – Academic Server Subscriptions are supported for use by qualified academic institutions for teaching and learning purposes that consist of (a) faculty, staff, or student laptops or desktops for personal and academic use, (b) computer labs available to faculty, staff, and students for general education use, (c) classroom desktops, (d) laboratories for technical and research use and (e) laboratories for software development use. Red Hat Enterprise Linux – Academic Server is not supported when used for any purpose other than as described in (a) – (e) above. Qualified academic institutions must be accredited by a national accreditation agency (e.g. the United States accreditation is located at http://ope.ed.gov/accreditation/Search.aspx).</p> <p>Note: When you use Red Hat Enterprise Linux – Academic Server for non-qualified academic purposes as described above, standard Red Hat Enterprise Linux subscription rates apply.</p>
Red Hat Enterprise Linux Academic Site Subscription	<p>Red Hat Enterprise Linux Academic Site Subscriptions are supported for use by qualified academic institutions. Qualified academic institutions must (a) be accredited by a national accreditation agency (e.g. the United States accreditation is located at http://ope.ed.gov/accreditation/Search.aspx) and (b) have at least one thousand (1,000) FTEs.</p>
Red Hat Infrastructure for Academic Institutions - Site Subscription	<p>Red Hat Infrastructure for Academic Institutions - Site Subscriptions are supported for use by qualified academic institutions. Qualified academic institutions must (a) be accredited by a national accreditation agency (e.g. the United States accreditation is located at http://ope.ed.gov/accreditation/Search.aspx) and (b) have at least one thousand (1,000) FTEs.</p>

表 7

软件	使用案例
Red Hat Enterprise Linux – 教学服务器 Red Hat Enterprise Linux - 教学台式机 Red Hat Enterprise Linux – 教学工作站	Red Hat Enterprise Linux – 教学版订阅支持合格的教学机构用于教学目的，包括 (a) 用于个人和教学用途的教员、员工或学生的便携式计算机和桌上计算机，(b) 供教员、员工或学生用于一般教学用途的计算机实验室，(c) 教室中的桌面计算机，(d) 用于技术与研究用途的实验室，以及 (e) 用于软件开发的实验室。当不为上述 (a) - (e) 的用途而使用 Red Hat Enterprise Linux – 教学版订阅服务时，则不被支持。合格的教学机构必须被一个国家级的认证机构所认证（如：美国的认证可查询 http://ope.ed.gov/accreditation/Search.aspx ）。 注意： 当贵方将 Red Hat Enterprise Linux – 教学版用于不符合上述条件的教学目的时，需按标准 Red Hat Enterprise Linux 订阅费用付费。
Red Hat Enterprise Linux Academic Site Subscription	Red Hat Enterprise Linux Academic Site Subscriptions 支持用于合格的教学机构。合格的教学机构必须满足以下条件(a)被一个国家级认证机构认证（如：美国的认证网址为： http://ope.ed.gov/accreditation/Search.aspx ）且 (b) 配备至少一千 (1,000) 名全职人员。
Red Hat Infrastructure for Academic Institutions - Site Subscription	Red Hat Infrastructure for Academic Institutions - Site Subscriptions 支持用于合格的教学机构。合格的教学机构必须满足以下条件(a)被一个国家级认证机构认证（如：美国的认证网址为： http://ope.ed.gov/accreditation/Search.aspx ）且 (b) 配备至少一千 (1,000) 名全职人员。

1. Red Hat JBoss Middleware 软件订阅

1.1 Red Hat JBoss Middleware 软件订阅概述。在购买 Red

Red Hat JBoss Middleware 软件订阅概述。在购买 Red Hat JBoss Middleware 的软件订阅（如 Red Hat JBoss Enterprise Application Platform）时，贵方将收到：

(1) 贵方所购买的 Red Hat JBoss Middleware 软件订阅（例如 Red Hat JBoss Enterprise Application Platform）的软件访问途径，以及对某些额外的 Red Hat JBoss Middleware 软件代码的访问（我们将这种额外的代码称为“JBoss 补充软件”），具体取决于下面第 1.2 节规定的 JBoss 补充软件的条件：

(2) 贵方所购买的 Red Hat JBoss Middleware 软件订阅产品（例如 Red Hat JBoss Enterprise Application Platform）的生产支持和开发支持，但不涉及 JBoss 补充软件；以及

(3) 贵方所购买的 Red Hat JBoss Middleware 软件订阅产品及 JBoss 补充软件的软件维护，具体取决于下文规定的 JBoss 补充软件条件。

(4) **Red Hat JBoss Core Services Collection** 权限的金额等于所购买的 **Red Hat JBoss Middleware Software** 订阅的数量，不包括 **Red Hat JBoss Web Server** 和 **Red Hat JBoss Web Server Plus** 订阅（仅包括 **Core Services Collection** 的管理组件）。“**Red Hat JBoss Core Services Collection**”是在大多数 **Red Hat JBoss Middleware** 产品中提供通用功能的一套组件（例如监控与管理、负载均衡、流程控制和单点登录）。

1.2 JBoss 补充软件条件。JBoss 补充软件

JBoss 补充软件条件。JBoss 补充软件的软件访问途径和软件维护仅用于开发用途，并且适用于最多 25 名用户，针对的是贵方所购买的每个 Red Hat JBoss Middleware 软件 16 核心组订阅。如果贵方出于生产目的部署或使用 JBoss 补充软件，或将其用于超过 25 名用户，则表示贵方同意为所部署或使用的每个单位购买适当的软件订阅。红帽的开源代码保证计划仅适用于贵方购买的 Red Hat JBoss Middleware 软件订阅（例如 Red Hat JBoss Enterprise Application Platform），而不适用于 JBoss 补充软件。JBoss OpenShift Container Platform 订阅（下定义）不被认为是JBoss软件的补充。每项处于开发目的或生产目的而进行的JBoss OpenShift Container Platform 订阅软件的安装和使用，均是一个单元，且要求各支付软件订阅。

1.3 Red Hat JBoss Middleware Use Cases. Subscription Services are provided for Red Hat JBoss Middleware Software Subscriptions only when used for its supported purpose (“Use Case”) as set forth at: <https://access.redhat.com/support/offerings/iboss/>. If Red Hat determines that any of the JBoss Middleware Software Subscription Services or Software is being used to support software obtained from community sites without purchasing a corresponding Software Subscription for such community software, Red Hat may, without limiting its other rights or remedies, immediately suspend performance and/or terminate the Agreement.

1.4 Red Hat JBoss Enterprise Application Platform (“JBoss EAP”) Red Hat JBoss Fuse, Red Hat JBoss BRMS, Red Hat JBoss Data Grid and Red Hat JBoss A-MQ Subscriptions. Standard (non-OpenShift Container Platform offerings) Red Hat JBoss EAP, Red Hat JBoss Fuse, Red Hat JBoss BRMS, Red Hat JBoss Data Grid and Red Hat JBoss A-MQ Software Subscriptions come with the Software for their OpenShift Container Platform equivalent (i.e. Red Hat JBoss EAP for OpenShift Container Platform, Red Hat JBoss Fuse for OpenShift Container Platform, Red Hat JBoss BRMS for OpenShift Container Platform, Red Hat JBoss Data Grid for OpenShift Container Platform or Red Hat JBoss A-MQ for OpenShift Container Platform respectively). The JBoss OpenShift Container Platform Subscription Software included with these Software Subscriptions is supported when deployed on OpenShift Enterprise subject to the same portability rules as set forth in Section 1.5.2 below and if deployed, require active paid Software Subscriptions. Non-OpenShift Container Platform Red Hat JBoss Middleware Software is not configured for use with Red Hat OpenShift Container Platform.

1.5 Red Hat JBoss OpenShift Container Platform Subscription Services.

1.5.1 Purchasing Conditions. Red Hat offers Red Hat JBoss Fuse for OpenShift Container Platform, Red Hat JBoss AM-Q for OpenShift Container Platform and Red Hat JBoss EAP for OpenShift Container Platform Subscriptions (together referred to as “JBoss OpenShift Container Platform Subscriptions”). You must purchase the appropriate number and type of JBoss OpenShift Container Platform Subscription(s) for each Unit deployed on your premises or elsewhere based on the capacity of such Unit as described in Table 1.45.1 below. Multiple Software Subscriptions may be “stacked”. “Stacking” (or “Stackable”) means the application of more than one of the same Software Subscription to account for additional capacity.

1.3 Red Hat JBoss Enterprise Middleware 使用案例。

为Red Hat JBoss Middleware 软件提供的订阅服务仅限于用于其支持的目的 (“使用案例”)，详情可参阅 <https://access.redhat.com/support/offerings/iboss/>。若红帽认定任何 JBoss Middleware 软件订阅服务或软件被用于支持从社区站点获取且未针对该社区购买相应件订阅的软件，红帽可立即中止履约和/或终止本协议，而红的其他权利或可采取的补救措施将不受限制。

1.4 Red Hat JBoss Enterprise Application Platform (“JBoss EAP”) Red Hat JBoss Fuse、Red Hat JBoss BRMS、Red Hat JBoss Data Grid和 Red Hat JBoss A-MQ 订阅。 非标准 (非OpenShift Container Platform) Red Hat JBoss EAP、Red Hat JBoss Fuse、Red Hat JBoss BRMS、Red Hat JBoss Data Grid 和 Red Hat JBoss A-MQ 携带其 OpenShift Container Platform 相当的软件 (即 Red Hat JBoss EAP for OpenShift Container Platform、Red Hat JBoss Fuse for OpenShift Container Platform、Red Hat JBoss BRMS for OpenShift Container Platform、Red Hat JBoss Data Grid for OpenShift Container Platform 或 Red Hat JBoss A-MQ for OpenShift Container Platform)。

包括这些软件订阅的 JBoss OpenShift Container Platform 订阅软件在 OpenShift Enterprise 部署时得到支持，依照在以下 1.5.2 章节中列出的可移植性规定。如经部署，要求激活已付款的软件订阅。非 OpenShift Container Platform Red Hat JBoss Middleware 软件不配置为与红帽 OpenShift OpenShift Container 同时使用。

1.5 Red Hat JBoss OpenShift Container Platform 订阅服务。

1.5.1 购买条件。 Red Hat 提供 Red Hat JBoss Fuse for OpenShift Container Platform、Red Hat JBoss AM-Q for OpenShift Container Platform 和 Red Hat JBoss EAP for OpenShift Container Platform 订阅 (同时参照 “JBoss OpenShift Container Platform 订阅”)。贵方必须为每个在贵方场所或其他地点的各个单元，按照表 1.45.1 中所述的单元容量，购买合适数量和类型的 JBoss OpenShift Container Platform 订阅。多个软件订阅可进行“被堆叠”、“堆叠”(或“是否可堆叠”)，即指应用一个以上相同的账户软件订阅以增加容量。

Table 1.5.1

Software Subscription	Support Level	Unit of Measure	Capacity	Stackable
Red Hat JBoss Middleware for OpenShift Container Platform	Standard or Premium	16 Virtual Guests on 2 Cores or Physical Node Socket-pair	Socket-pair	Cores: Yes Physical Node: Yes

A “**Socket-pair**” is up to two sockets each occupied by a CPU on the Physical Node. A “**Core**” is (a) a physical processing core located in a CPU or (b) a virtual processing core within a virtual machine, in each case, that contains or executes the Software running for Production Purposes or Development Purposes.

表 1.5.1

软件订阅	支持级别	测量单位	容量	是否可堆叠
Red Hat JBoss Middleware for OpenShift Container Platform	标准或高级	2 个Core上的 16 个虚拟Guest或物理节点Socket-pair	Socket-pair	Core: 是 物理节点: 是

“Socket-pair”是至多两个插槽均在物理节点上被CPU占用。“Core” 是 (a) CPU上的一个物理处理核心，或 (b) 虚拟机的一个虚拟处理核心。任一情况下，均以生产目的或开发目的包含或执行软件。

1.5.2 JBoss OpenShift Container Platform Subscription Portability. Your use of the respective JBoss OpenShift Container Platform Subscription is supported on (a) a standard on-premise installation, (b) OpenShift Container Platform or (c) a combination of the two subject to the following conditions: (1) you have a minimum of at least sixteen (16) Cores (for Virtual Guest) or a Socket-pair (for Physical Node) of the respective Subscription; (2) Software Subscriptions must be purchased in multiples of sixteen (16) Cores or Socket-pair (as applicable); and (3) the total number of Cores or Socket-pairs deployed cannot exceed the total number of Units purchased. Red Hat OpenShift Container Platform Subscriptions are sold separately.

1.5.2 JBoss OpenShift Container Platform 订阅可移植性。 贵方使用JBoss OpenShift Container Platform 订阅时的支持分别为 (a) 一项标准的到场安装， (b) OpenShift Container Platform 或 (c) 以上两者的结合，但依照下述情况： (1) 贵方每个订阅有至少十六（16）个Cores（为虚拟 Guest 所用）或一个 Socket-pair（为物理节点所用）； (2) 软件订阅必须以十六（16）个Cores 或 Socket-pair的倍数购买（按适用情况）； (3) Cores 或 Socket-pair的部署总数不能超过已购单元的总数。红帽 OpenShift Container Platform 订阅另外分开出售。



- 1. Red Hat Enterprise Linux Developer Suite**

Red Hat Enterprise Linux Developer Suite provides an open source development environment that consists of Red Hat Enterprise Linux with built-in development tools, certain Red Hat Enterprise Linux Add-Ons, Red Hat Enterprise Linux for Realtime , Smart Management and access to Software Maintenance, but no Development or Production Support.

If you use any of the Subscription Services or Software associated with Red Hat Enterprise Linux Developer Suite for Production Purposes, or use the Red Hat Enterprise Linux Software Subscription entitlement independently, you agree to purchase the applicable number of Units of the applicable Software Subscription. Red Hat does not provide Production Support or Development Support for Red Hat Enterprise Developer Suite.
- 2. Red Hat Enterprise Linux Developer Suite Use Cases**

Subscription Services are provided for Red Hat Enterprise Linux Developer Suite only when used for its supported Use Case in accordance with the terms of this Exhibit 1.C and Table 2 below.

- 1. Red Hat Enterprise Linux 开发人员套件**

Red Hat Enterprise Linux 开发人员套件可提供开源代码开发环境，其中包括带内置开发工具的 Red Hat Enterprise Linux、部分 Red Hat Enterprise Linux 附加功能、Red Hat Enterprise Linux for Realtime、智能管理和获得软件维护，但不包括开发或生产支持。

如果贵方将任何与 Red Hat Enterprise Linux 开发人员套件相关的订阅服务或软件用于生产目的，或单独使用 Red Hat Enterprise Linux 软件订阅权限，则表示贵方同意购买适用数量的适用软件订阅单位。红帽不为 Red Hat Enterprise 开发人员套件提供生产支持或开发支持。
- 2. Red Hat Enterprise Linux 开发人员套件使用案例。**

仅在按照本附录 1.C的条款和下面表 2 的规定用于其支持的使用案例时，红帽才会为 Red Hat Enterprise Linux 开发人员套件提供订阅服务。

Table 2

Software	Use Case
Red Hat Enterprise Linux Developer Suite	Subscription Services for Red Hat Enterprise Linux Developer Suite are available for Development Purposes only.

表 2

软件	使用案例
Red Hat Enterprise Linux 开发人员套件	Red Hat Enterprise Linux 开发人员套件的订阅服务仅适用于开发目的。

- 3. Red Hat JBoss Developer Studio Subscriptions**

Red Hat JBoss Developer Studio Portfolio Edition provides an open source development environment that consists of Eclipse, Eclipse Tooling and Red Hat JBoss Middleware platforms. Red Hat JBoss Developer Studio Portfolio Edition also includes one entitlement to a Red Hat Enterprise Linux Software Subscription, with built-in development tools and access to Software Maintenance, but no Development or Production Support.

If you use any of the Subscription Services or Software associated with Red Hat JBoss Developer Studio Portfolio Edition for Production Purposes, or use the Red Hat Enterprise Linux Software Subscription entitlement independently of your use of the Red Hat JBoss Developer Studio Subscription, you agree to purchase the applicable number of Units of the applicable Software Subscription. Red Hat does not provide Production Support or Development Support for Red Hat JBoss Developer Studio Portfolio Edition.

- 3. Red Hat JBoss Developer Studio 订阅**

Red Hat JBoss Developer Studio Portfolio 版本可提供开源代码开发环境，其中包括 Eclipse、Eclipse Tooling 和 Red Hat JBoss Enterprise Middleware 平台。Red Hat JBoss Developer Studio Portfolio 版本还包括一个 Red Hat Enterprise Linux 软件订阅权限，贵方可以获得内置开发工具和软件维护服务，但不能获得开发支持或生产支持。

如果贵方将任何与 Red Hat JBoss Developer Studio Portfolio 版本相关的订阅服务或软件用于生产目的，或独立于贵方的 Red Hat JBoss Developer Studio 订阅使用 Red Hat Enterprise Linux 软件订阅权限，则表示贵方同意购买适用数量的适用软件订阅单位。红帽不为 Red Hat JBoss Developer Studio Portfolio 版本提供生产支持或开发支持。

4. Red Hat JBoss Developer Studio Portfolio Edition Use Cases

Subscription Services are provided for Red Hat JBoss Developer Studio only when used for its supported Use Case in accordance with the terms of this Exhibit 1.C and Table 4 below.

4. Red Hat JBoss Developer Studio Portfolio 版本使用案例。

仅在按照本附录 1.C 的条款和下面表 4 的规定用于其支持的使用案例时，红帽才会为 Red Hat JBoss Developer Studio 提供订阅服务。

Table 4

Software	Use Case
Red Hat JBoss Developer Studio Portfolio Edition	Subscription Services for Red Hat JBoss Developer Studio Portfolio Edition are available for Development Purposes only.

表 4

软件	使用案例
Red Hat JBoss Developer Studio Portfolio 版本	Red Hat JBoss Developer Studio Portfolio 版本的订阅服务仅适用于开发目的。

5. Red Hat Enterprise Linux Developer Workstation and Red Hat Enterprise Linux Developer Support Subscriptions

For each Red Hat Enterprise Developer Workstation and/or Red Hat Enterprise Linux Developer Support Subscription that you purchase, during the term of the subscription Red Hat will provide you with (a) access to the supported versions of the Red Hat Enterprise Linux and updates through a Red Hat Portal; and (b) assistance for: (i) installation, usage and configuration support, diagnosis of issues, and bug fixes for Red Hat Enterprise Linux, but only for issues related to your use of Red Hat Enterprise Linux for Development Purposes and (ii) advice concerning application architecture, application design, industry practices, tuning and application porting. Use of Red Hat Enterprise Linux Developer Workstation or Red Hat Enterprise Linux Developer Support Subscriptions for Production Purposes is not a supported use case. If you use any of the Subscription Services associated with Red Hat Enterprise Linux Developer Workstation or Red Hat Enterprise Linux Developer Support for Production Purposes, you agree to purchase the applicable number of Units of the relevant Software Subscription with Production Support.

The Red Hat Enterprise Linux Developer Workstation and Red Hat Enterprise Linux Developer Support Subscriptions do not include support for (a) modified software packages, (b) wholesale application debugging, (c) software included in the Red Hat Extras repository, supplementary RHN channels or preview technologies, including but not limited to software obtained from community sites, or (d) use of the Software for Production Purposes. If Red Hat determines that any of the Red Hat Enterprise Developer Workstation or Red Hat Enterprise Linux Developer Support Subscription services or software provided hereunder is being used to support software obtained from community sites, Red Hat may, without limiting its other rights or remedies, immediately suspend performance and/or terminate the Agreement.

5. Red Hat Enterprise Linux 开发人员工作站和 Red Hat Enterprise Linux 开发人员支持订阅

对于贵方购买的每个 Red Hat Enterprise 开发人员工作站和/或 Red Hat Enterprise Linux 开发人员支持订阅，在订阅期间，红帽都会为贵方提供 (a) 对所支持的 Red Hat Enterprise Linux 版本和更新的访问（通过红帽门户网站）；以及 (b) 针对以下各项的协助：(i) Red Hat Enterprise Linux 的安装、使用和配置支持、问题诊断以及缺陷修复，但仅限与出于开发目的使用 Red Hat Enterprise Linux 有关的问题，以及 (ii) 有关应用程序架构、应用程序设计、行业实践、调优和应用程序移植等方面的建议。出于生产目的的使用 Red Hat Enterprise Linux 开发人员工作站或 Red Hat Enterprise Linux 开发人员支持订阅不是受支持的使用案例。如果贵方出于生产目的使用任何与 Red Hat Enterprise Linux 开发人员工作站或 Red Hat Enterprise Linux 开发人员支持相关的订阅服务，则表示贵方同意购买适用数量且带有生产支持的相关软件订阅单位。

Red Hat Enterprise Linux 开发人员工作站和 Red Hat Enterprise Linux 开发人员支持订阅不包括对以下内容提供支持：(a) 修改的软件包，(b) 批量应用程序调试，或 (c) Red Hat Extras 存储库中包括的软件、补充 RHN 通道或预览技术，包括但不限于从社区站点获取的软件或 (d) 出于生产目的使用软件。如果红帽认为任何 Red Hat Enterprise 开发人员工作站或 Red Hat Enterprise Linux 开发人员支持订阅服务或据此提供的软件被用来支持从社区站点获取的软件，红帽可以在不限制其他权利或赔偿的情况下，立即暂停履行和/或终止协议。

5.1 Red Hat Enterprise Linux Developer Workstation and Developer Support Subscription Levels. You may purchase the following types of Red Hat Enterprise Developer Workstation and/or Developer Support Subscriptions: (a) Professional or (b) Enterprise, in each case as described in Table 5.2 below, and as set forth herein.

5.1 Red Hat Enterprise Linux 开发人员工作站和开发人员支持订阅级别。贵方可以购买以下类型的 Red Hat Enterprise 开发人员工作站和/或开发人员支持订阅：(a) 专业级或 (b) 企业级，其中每种情况都须遵守下面表 5.2 及此处所述的规定。

5.2 Red Hat Enterprise Linux Developer Support Subscription Level Guidelines. Red Hat will use commercially reasonable efforts to provide Red Hat Enterprise Developer Workstation or Developer Support Subscription Services in accordance with the guidelines set forth in Table 5.2 below.. Red Hat's technical support telephone numbers and Standard Business Hours are listed at <https://access.redhat.com/support/contact/technicalSupport.html>. For Red Hat Enterprise Developer Workstation or Developer Support Subscriptions, you may contact Red Hat through your designated Developer Support Contact(s). We will provide Developer Support to you for the number of systems set forth in Table 5.2 below, solely by communicating during the Hours of Coverage with the individual Developer Support Contract(s) you appoint. Red Hat Enterprise Developer Workstation or Developer Support Subscriptions are intended for Development Purposes only.

5.2 Red Hat Enterprise Linux 开发人员支持订阅级别准则。红帽将尽商业上合理的努力来按照下表 5.2 中所规定的准则提供 Red Hat Enterprise 开发人员工作站或开发人员支持订阅服务。红帽的技术支持电话号码和标准营业时间在以下网址列出：
<https://access.redhat.com/support/contact/technicalSupport.html>。对于 Red Hat Enterprise 开发人员工作站或开发人员支持订阅，贵方可以通过指定的开发人员支持联系人与红帽联系。我们将在服务时间内只通过贵方指定的各个开发人员支持联系人为贵方提供适合下表 5.2 规定系统数量的开发人员支持。Red Hat Enterprise 开发人员工作站或开发人员支持订阅仅适用于开发目的。

Table 5.2

	Red Hat Enterprise Linux Developer Workstation Professional	Red Hat Enterprise Linux Developer Workstation Enterprise	Red Hat Enterprise Linux Developer Support Professional	Red Hat Enterprise Linux Developer Support Enterprise
Supported Software	Red Hat Enterprise Linux		Red Hat Enterprise Linux	
Hours of Coverage	Standard Business Hours		Standard Business Hours	
Support Channel	Web and phone		Web and phone	
Number of Support Requests	Unlimited		Unlimited	
Number of Systems	1 System		25 Systems	
Response Guidelines	2 Business Days for all issues	4 Business Hours for all issues	2 Business Days for all issues	4 Business Hours for all issues

表 5.2

	Red Hat Enterprise Linux 开发人员工作站专业版	Red Hat Enterprise Linux 开发人员工作站企业版	Red Hat Enterprise Linux 开发人员工作站专业版	Red Hat Enterprise Linux 开发人员工作站企业版
支持的软件	Red Hat Enterprise Linux		Red Hat Enterprise Linux	
服务时间	标准工作时间		标准工作时间	
支持方式	网站和电话		网站和电话	
支持请求次数	不限		不限	
可获得软件维护服务的系统个数	1 个系统		25 个系统	
响应准则	所有问题的响应时间均为 2 个工作日	所有问题的响应时间均为 4 个工作日	所有问题的响应时间均为 2 个工作日	所有问题的响应时间均为 4 个工作日

1. Red Hat Storage Subscriptions

Red Hat offers two Red Hat Storage product lines: Red Hat Ceph Storage and Red Hat Gluster Storage. References to “Red Hat Storage Subscriptions” refer to both product lines. You must purchase the appropriate number and type of Software Subscription(s) for each Unit of Red Hat Storage on your premise or elsewhere.

1.1 Red Hat Gluster Storage. Red Hat Gluster Storage includes management tools to manage one or more instances of Red Hat Gluster Storage (“**Red Hat Storage Console**”). If you purchase Red Hat Gluster Storage for Public Cloud Subscriptions for use on a Vendor’s Cloud, the Vendor may have additional terms and fees, independent of this Agreement, for such usage. “**Vendor**” means the Red Hat authorized third party from whom you purchased Cloud services. “**Cloud**” means a Vendor’s hosted computing infrastructure of shared resources that provides virtual machines or instances to end users on an on-demand basis. For Red Hat Gluster Storage for Public Cloud, Exhibit 1.J also applies. Red Hat Gluster Storage for Hybrid Cloud Subscriptions is a bundle (a) of an equal number of Red Hat Gluster Storage and Red Hat Gluster Storage for Public Cloud entitlements and (b) sold in even numbers of Units.

1.2 Red Hat Ceph Storage. Red Hat Ceph Storage is priced according to the total amount of storage capacity and is sold in Storage Bands that contain certain capacities. Should you exceed the capacity of the Storage Band, you must upgrade to the next Storage Band and or purchase multiple Storage Bands that may be “stacked” to provide the required Storage capacity. “Stacking” (or “Stackable”) means the application of more than one of the same Software Subscription to account for additional Capacity.

Each Ceph Storage Software Subscription comes with a fixed number of Software Subscriptions to (a) Red Hat Enterprise Linux and (b) Red Hat Ceph Storage for up to a certain number of Physical Nodes or Virtual Nodes. Should the number of Physical or Virtual Nodes be consumed before the Storage Band capacity is reached, you may upgrade to the next Storage Band to receive additional Physical or Virtual Nodes.

2. Red Hat Storage Subscription Use Cases

Subscription Services for each of Red Hat Storage Subscription are provided only when used for its supported purpose (“**Use Case**”) in accordance with the terms of this Exhibit 1.D and Table 2 below.

1. Red Hat Storage 订阅

红帽提供两个 Red Hat Storage 产品线：Red Hat Ceph Storage 和 Red Hat Gluster Storage。参照 “Red Hat Storage 订阅”，了解这两个产品。贵方必须为场内或其他位置 Red Hat Storage 的每个单位购买适当数量和类型的软件订阅。

1.1 Red Hat Gluster Storage. Red Hat Gluster Storage 包括可管理一个或多个 Red Hat Gluster Storage 实例的管理工具 (“**Red Hat Storage Console**”)。如果贵方通过供应商云购买 Red Hat Gluster Storage for Public Cloud 订阅，则该供应商可能会因该等使用而需要承担独立于本协议的附加条款和费用。“**供应商**”是指贵方向其购买云服务的红帽授权第三方。“**云**”是指供应商托管的共享资源计算基础设施，可向最终用户按需提供虚拟机或实例。对于 Red Hat Gluster Storage for Public Cloud，附录 1.J 同样适用。Red Hat Gluster Storage for Hybrid Cloud 订阅是将以下两点的捆绑：(a) 同样数量的 Red Hat Gluster Storage 和 Red Hat Gluster Storage for Public Cloud 的权限，和 (b) 以偶数的单位出售。“节点”是指 Red Hat Storage Server for On-Premise 订阅的系统和 Red Hat Storage Server for Public Cloud 订阅的虚拟 Guests。

1.2 Red Hat Ceph Storage. Red Hat Ceph Storage 根据总存储容量定价，并且在 Storage Bands 中销售，其中已经包含某些容量。如果超出 Storage Band 的容量，您必须升级到下一个 Storage Band，或者购买多个 Storage Band，这些 Storage Band 可“堆叠”在一起，以提供所需要的存储容量。“堆叠”（或“可堆叠”）指多个相同的软件订阅用在同一账户中，以提供额外的容量。

每个 Ceph Storage 软件订阅带有固定数量的 (a) 红帽企业 Linux 和 (b) Red Hat Ceph Storage 针对特定数量的物理节点或虚拟节点的软件订阅。如果在达到 Storage Band 容量之前，物理或虚拟节点的数量被消耗完，您可能要升级到下一个 Storage Band，以获得额外的物理或虚拟节点。

2. Red Hat Storage Subscription 使用案例

仅在按照本附录 1.D 的条款和下面表 2 的规定用于其支持的目的 (“**使用案例**”) 时，红帽才会为每个 Red Hat Storage 订阅提供订阅服务。

Table 2

Software Subscription	Use Case
Red Hat Gluster Storage Red Hat Gluster Storage Module	Red Hat Gluster Storage is intended to be used as a storage system and will be supported only when used as a storage node. This Subscription is not supported on non-server hardware such as desktops or workstations and is intended for use on a dedicated System, Physical Node, Virtual Node or Virtual Guest; running other applications and/or programs of any type on the System, Physical Node, Virtual Node or Virtual Guest can have a negative impact on the function and/or performance of the Subscription and is not a supported Use Case. Each Subscription includes one Software Subscription to Red Hat Enterprise Linux Server and the Scalable File System Add-on, which are supported solely in connection with the use of the Red Hat Gluster Storage Subscription. Red Hat Gluster Storage Module does not include a Red Hat Enterprise Linux Software Subscription which must be purchased separately.
Red Hat Ceph Storage	Red Hat Ceph Storage is intended to be used as a storage system and will be supported only when used as a storage node. This Subscription is not supported on non-server hardware such as desktops or workstations and is intended for use on a dedicated System, Physical Node, Virtual Node or Virtual Guest; running other applications and/or programs of any type on the System, Physical Node, Virtual Node or Virtual Guest can have a negative impact on the function and/or performance of the Subscription and is not a supported Use Case. Each Subscription includes one Software Subscription to Red Hat Enterprise Linux and the Scalable File System Add-on, which is supported solely in connection with the use of the Red Hat Ceph Storage Subscription.
Red Hat Gluster for Public Cloud	Red Hat Gluster Storage for Public Cloud is intended to be used as a storage system and will be supported only when used as a storage node. When running in Amazon Web Services, an EC2 M1 Large dedicated instance is required in order to be supported. Running other applications and/or programs of any type on the same instance can have a negative impact on the function and/or performance of the Red Hat Gluster Storage for Public Cloud and is not a supported Use Case. Each Subscription includes one Software Subscription to Red Hat Enterprise Linux Server and the Scalable File System Add-on, which are supported solely in connection with the use of Red Hat Storage Subscription.
Red Hat Gluster for Red Hat OpenStack Platform	Red Hat Gluster Storage for Red Hat OpenStack Platform is intended to be used as a storage system with Red Hat OpenStack Platform and will be supported only when used as a storage node and is not supported on non-server hardware such as desktops or workstations. Red Hat Gluster Storage for Red Hat OpenStack Platform is intended for use on a dedicated Physical Node; running other applications and/or programs of any type on the Physical Node can have a negative impact on the function and/or performance of the Red Hat Gluster Storage for Red Hat OpenStack Platform and is not a supported Use Case. Each Red Hat Storage for Red Hat OpenStack Platform Subscription includes one Software Subscription to Red Hat Server and Red Hat JBoss Enterprise Application Platform, which are supported solely in connection with the use of Red Hat Gluster Storage.
Red Hat Ceph Storage Pre-Production Subscription Red Hat Gluster Storage Pre-Production Subscription	Red Hat Ceph Storage Pre-Production and Red Hat Gluster Storage Pre-Production Subscriptions are subject to the same Use Case as provided in the description for Red Hat Ceph Storage and Red Hat Gluster Storage above, provided, however that Support is only provided for Pre-Production Purposes.

表 2

软件订阅	使用案例
Red Hat Gluster Storage Red Hat Gluster Storage Module	Red Hat Gluster Storage 的预期用途为存储系统，仅在用作存储节点时才受支持。本订阅不支持桌面或工作站等非服务器硬盘，并旨在用于专门的系统、物理节点、虚拟节点或虚拟 Guest；在系统、物理节点、虚拟节点或虚拟 Guest 上运行任何类型的其他应用程序和/或软件可能对订阅的功能和/或性能造成负面影响，因此不是受支持的使用案例。每个订阅包括 Red Hat Enterprise Linux Server 软件订阅和 Scalable File System Add-on 软件订阅，该等订阅仅支持与 Red Hat Gluster Storage 订阅配合使用。Red Hat Gluster Storage Module 不包括必须单独购买的 Red Hat Enterprise Linux 软件订阅。
Red Hat Ceph Storage	Red Hat Ceph Storage 的预期用途为存储系统，仅在用作存储节点时才受支持。本订阅不支持桌面或工作站等非服务器硬盘，并旨在用于专门的系统、物理节点、虚拟节点或虚拟 Guest；在系统、物理节点、虚拟节点或虚拟 Guest 上运行任何类型的其他应用程序和/或软件可能对订阅的功能和/或性能造成负面影响，因此不是受支持的使用案例。每个订阅包括 Red Hat Enterprise Linux 软件订阅和 Scalable File System Add-on 软件订阅，该等订阅仅支持与 Red Hat Ceph Storage 订阅配合使用。

软件订阅	使用案例
Red Hat Gluster for Public Cloud	Red Hat Gluster Storage for Public Cloud 的预期用途为存储系统，仅在用作存储节点时才受支持。在 Amazon Web Services 内运行时，需要使用 EC2 M1 大型专用实例才能受支持。在同一实例上运行任何类型的其他应用程序和/或软件可能对 Red Hat Gluster Storage for Public Cloud 的功能和/或性能造成负面影响，因此不是受支持的使用案例。每个订阅包括 Red Hat Enterprise Linux Server 软件订阅和 Scalable File System Add-on 软件订阅，该等订阅仅支持与 Red Hat Storage 订阅配合使用。
Red Hat Gluster for Red Hat OpenStack Platform	Red Hat Gluster Storage for Red Hat OpenStack Platform 的预期用途为针对 Red Hat OpenStack Platform 的存储系统，仅在用作存储节点时才受支持，不支持桌面或工作站等非服务器硬盘。Red Hat Gluster Storage for Red Hat OpenStack Platform 旨在用于专门的物理节点；在物理节点上运行任何类型的其他应用程序和/或软件可能对 Red Hat Gluster Storage for Red Hat OpenStack Platform 的功能和/或性能造成负面影响，因此不是受支持的使用案例。Red Hat Storage for Red Hat OpenStack Platform 订阅包括 Red Hat Server 软件订阅和 Red Hat JBoss Enterprise Application Platform 软件订阅，该等订阅仅支持与 Red Hat Gluster Storage 配合使用。
Red Hat Ceph Storage Pre-Production Subscription Red Hat Gluster Storage Pre-Production Subscription	Red Hat Ceph Storage Pre-Production 和 Red Hat Gluster Storage Pre-Production 订阅按照上述 Red Hat Ceph Storage 和 Red Hat Gluster Storage 相同的使用案例，但该等订阅仅支持为产前目的使用。

3. Pre-Production Support

A Red Hat Ceph Storage or Red Hat Gluster Storage Pre-Production Subscription consists of assistance with issues relating to the installation, configuration, administrative tasks and basic trouble-shooting prior to a production deployment ("**Pre-Production Purposes**") of the Red Hat Ceph Storage or Red Hat Gluster Storage Software components, but it does not include architectural design reviews or advice, advanced configuration topics, performance analysis or reviews. Requests for other assistance including, but not limited to Production Support are not included within the scope of the Pre-Production Subscription. Consulting services are available under the terms of a separate written agreement. Red Hat Ceph Storage or Red Hat Gluster Storage Pre-Production Subscription Services are provided at the Standard Support level.

3. 产前支持

Red Hat Ceph Storage 或 Red Hat Gluster Storage 产前订阅包括针对 Red Hat Ceph Storage 或 Red Hat Gluster Storage 软件部件关于安装、配置、管理任务和生产部署前（“**产前目的**”）基本问题诊断的协助，但不包括建筑设计评论或意见、进阶配置话题、性能分析或评价。其他协助要求包括但不限于生产支持等不被包括在产前订阅的范围内。顾问服务可在分别的书面协议下获取。Red Hat Ceph Storage 或 Red Hat Gluster Storage 产前订阅以标准支持级别提供。

1. Red Hat Cloud Infrastructure Subscriptions

1.1 Entitlements and Purchasing Requirements. You must purchase the appropriate number of Software Subscription(s), based on the number of Socket-pairs in each Physical Node. For purposes of this Exhibit 1.E, a “**Socket-pair**” is up to two sockets each occupied by a CPU on a System or Physical Node. A Red Hat Cloud Infrastructure Software Subscription comes with a Red Hat CloudForms Software Subscription but you are required to purchase additional Red Hat CloudForms Software Subscriptions if you are managing any virtual machines with the Red Hat Cloud Infrastructure Subscription that are not running on the same Physical Node as the active Red Hat CloudForms Software Subscription.

1.2 Supported Use Cases. Subscription Services are provided for Software only when used for its supported purpose (“**Use Case**”) in accordance with the terms of this Exhibit 1.E and Table 1.2 below.

1. Red Hat Cloud Infrastructure 订阅

1.1 权限及购买要求。贵方必须根据物理节点的 Socket-pairs 数量购买适当数量的软件订阅。就附录 1.E 而言，“**Socket-pair**”是指系统或物理节点上 CPU 占用的插槽，最多两个。Red Hat Cloud Infrastructure 软件订阅带有 Red Hat CloudForms 软件订阅，但如贵方计划使用不在相同物理节点上运行的 Red Hat Cloud Infrastructure 作为有效的 Red Hat CloudForms 软件订阅以管理任何，则须购买额外的 Red Hat CloudForms 软件订阅。

1.2 支持的使用案例。仅在按照本附录 1.E 的条款和下面表 1.2 的规定用于其支持的目的（“**使用案例**”）时，红帽才会为软件提供订阅服务。

Table 1.2

Software Subscription	Use Case
Red Hat Cloud Infrastructure	Red Hat does not provide Subscription Services for the Software when used on a Physical Node that is not a server. Red Hat is supported solely when used as the host operating system for Red Hat OpenStack Platform or when used as the guest operating system on virtual machines created and managed with this Subscription. Red Hat Enterprise Virtualization is supported solely when used to run and manage virtual guests for this Subscription. Red Hat Enterprise Linux is currently the only supported operating system for Red Hat Enterprise Linux OpenStack Platform. If the Red Hat Cloud Infrastructure product contains an entitlement for Satellite, that Satellite only manages Physical Nodes within the Red Hat Cloud Infrastructure private cloud.
Red Hat Cloud Infrastructure (without guest OS)	Red Hat does not provide Subscription Services for the Software when used on a Physical Node that is not a server. Red Hat is supported solely when used as the host operating system for Red Hat OpenStack Platform. Red Hat Enterprise Virtualization is supported solely when used to run and manage virtual guests for this Subscription. Red Hat Enterprise Linux is currently the only supported operating system for Red Hat Enterprise Linux OpenStack Platform. You must purchase the appropriate third party license and/or subscription for the operating system and other software running on each virtual machine on the Physical Node. If the Red Hat Cloud Infrastructure product contains an entitlement for Satellite, that Satellite only manages Physical Nodes within the Red Hat Cloud Infrastructure private cloud.
Red Hat Cloud Suite	Red Hat does not provide Subscription Services for the Software when used on a Physical Node that is not a server. Red Hat Enterprise Linux is supported solely when used as the host operating system for Red Hat Cloud Suite or when used as the guest operating system on virtual machines created and managed with this Subscription. Red Hat Enterprise Linux is currently the only supported operating system for Red Hat Cloud Suite.

表 1.2

软件订阅	使用案例
Red Hat Cloud Infrastructure	当用于非服务器的物理节点时，红帽不会为其提供订阅服务。仅当用作 Red Hat OpenStack Platform 的主机操作系统时或用作采用此订阅创建及管理的虚拟机上的 Guest 操作系统时，Red Hat 才受支持。仅当 Red Hat Enterprise Virtualization 被用于运行和管理虚拟 Guests 时方被支持。Red Hat Enterprise Linux 目前仅受 Red Hat Enterprise Linux OpenStack Platform 操作系统的支持。如果 Red Hat Cloud Infrastructure 产品包含卫星权利，该卫星仅管理 Red Hat Cloud Infrastructure 私有云的物理节点。
Red Hat Cloud Infrastructure（无 Guest OS）	当用于非服务器的物理节点时，红帽不会为其提供订阅服务。仅当用作 Red Hat OpenStack Platform 的主机操作系统时，Red Hat 才受支持。仅当 Red Hat Enterprise Virtualization 被用于运行和管理虚拟 Guests 时方被支持。Red Hat Enterprise Linux 目前仅受 Red Hat Enterprise Linux OpenStack Platform 操作系统的支持。贵方必须购买适当的第三方许可和/或订阅用于在物理节点上各虚拟机上运行的操作系统及其他软件。如果 Red Hat Cloud Infrastructure 产品包含卫星权利，该卫星仅管理 Red Hat Cloud Infrastructure 私有云的物理节点。
Red Hat Cloud Suite	如果软件被使用在非服务器的物理节点上，红帽则不提供软件的订阅服务。Red Hat Enterprise Linux 只有在 Red Hat Cloud Suite 上作为主机操作系统或在依据本订阅创建并管理的虚拟机上作为 guest 操作系统时才获得技术支持。目前红帽只为运行在 Red Hat Cloud Suite 上的 Red Hat Enterprise Linux 提供技术支持。

1. Red Hat OpenStack Platform Subscriptions (Formerly known as Red Hat Enterprise Linux OpenStack Platform)

1.1 Entitlements and Purchasing Requirements. You must purchase the appropriate number of Software Subscription(s), based on the number of Socket-pairs in each Physical Node running the Red Hat OpenStack Platform Software. For purposes of this Exhibit 1.F, a “**Socket-pair**” is up to two sockets each occupied by a CPU on a System or Physical Node.

1.2 Supported Use Cases. Subscription Services are provided for Software only when used for its supported purpose (“**Use Case**”) in accordance with the terms of this Exhibit and Table 1.2 below.

1. Red Hat OpenStack Platform 订阅（以前叫 Red Hat Enterprise Linux OpenStack Platform）

1.1 权限及购买要求。 贵方必须根据运行 Red Hat OpenStack Platform 软件的各物理节点上的 Socket-pairs 数量购买适当数量的软件订阅。就附录 1.F 而言，“**Socket-pair**”是指系统或物理节点上 CPU 占用的插槽，最多两个。

1.2 支持的使用案例。 仅在按照本附录的条款和下面表 1.2 的规定用于其支持的目的（“**使用案例**”）时，红帽才会为软件提供订阅服务。

Table 1.2

Software Subscription	Use Case
Red Hat Enterprise Linux OpenStack Platform	Red Hat does not provide Subscription Services for this Software when used on a Physical Node that is not a server. Red Hat Enterprise Linux is supported solely when used as the host operating system for running the Red Hat OpenStack Platform or when used as the guest operating system with virtual machines created and managed with Red Hat OpenStack Platform. Red Hat Enterprise Linux is currently the only supported operating system for the Red Hat OpenStack Platform.
Red Hat Enterprise Linux OpenStack Platform (without guest OS)	Red Hat does not provide Subscription Services for the Software when used on a Physical Node that is not a server. Red Hat Enterprise Linux is supported solely when used as the host operating system for running the Red Hat OpenStack Platform. Red Hat Enterprise Linux is currently the only supported operating system for the Red Hat OpenStack Platform. You must purchase the appropriate third party license and/or subscription for the operating system and other software running on each virtual machine on the Physical Node.
Red Hat Enterprise Linux OpenStack Platform for Atom	Red Hat does not provide Subscription Services for the Software when used on a Physical Node that is not a server running an Intel Atom processor. Red Hat Enterprise Linux is supported solely when used as the host operating system for running Red Hat OpenStack Platform. Red Hat Enterprise Linux is currently the only supported operating system for Red Hat Enterprise Linux OpenStack Platform. You must purchase the appropriate third party license and/or subscription for the operating system and other software running on each virtual machine on the Physical Node.

表 1.2

软件订阅	使用案例
Red Hat Enterprise Linux OpenStack Platform	当用于非服务器的物理节点时，红帽不会为其提供订阅服务。仅当用作 Red Hat OpenStack Platform 的主机操作系统时或用作采用 Red Hat OpenStack Platform 创建及管理的虚拟机上的 Guest 操作系统时，Red Hat Enterprise Linux 才受支持。Red Hat Enterprise Linux 目前仅受 Red Hat OpenStack Platform 操作系统的支持。
Red Hat Enterprise Linux OpenStack Platform（无客户机操作系统）	当用于非服务器的物理节点时，红帽不会为其提供订阅服务。仅当用作 Red Hat OpenStack Platform 的主机操作系统时，Red Hat Enterprise Linux 才受支持。Red Hat Enterprise Linux 目前仅受 Red Hat OpenStack Platform 操作系统的支持。贵方必须购买适当的第三方许可和/或订阅用于在物理节点上各虚拟机上运行的操作系统及其他软件。

软件订阅	使用案例
Red Hat Enterprise Linux OpenStack Platform for Atom	<p>当软件用于未运行 Intel Atom 处理器的服务器物理节点时，红帽不会为其提供订阅服务。仅当用作 Red Hat OpenStack Platform 的主机操作系统时，Red Hat Enterprise Linux 才受支持。Red Hat Enterprise Linux 目前仅受 Red Hat Enterprise Linux OpenStack Platform 操作系统的支持。贵方必须购买适当的第三方许可和/或订阅用于在物理节点上各虚拟机上运行的操作系统及其他软件。</p>

1. Technical Account Management (“TAM”) Service

The TAM Service is a Support Subscription that you may purchase in addition to your underlying Standard or Premium Software Subscription in order to receive enhanced Support. The TAM Service does not include support for (1) Self-support Software Subscriptions, (2) any Unit of Software (such as a System, Physical Node, Core, etc.) for which you do not have an active paid Software Subscription or (3) any Software Subscription for which support is provided by a Business Partner. When you purchase a TAM Service, you receive access to a Red Hat support engineer to provide you with:

- Access to Red Hat's technology and development plans, including beta testing and bug/feature escalation,
- Weekly review calls,
- Two (2) on-site technical review visits per year,
- Up to (4) four Support Contacts,
- Quarterly service performance metrics via the TAM electronic dashboard, and
- A subscription to Red Hat's TAM monthly newsletter.

1.1 TAM Service Coverage. Each TAM Service Subscription will be limited to certain parameters (that is, a region, a customer team and/or a product line) and will be listed in the Order Form and, if not listed, the TAM parameters will be established upon the initiation of the TAM Service.

- Regions: North America, Latin America, EMEA, Asia-Pacific (excluding Japan, China and India), China, India or Japan.
- Customer Team: The customer team supported by the TAM, such as your development team, your system administration team, your support team, etc.
- Red Hat Product Line: The supported Red Hat product line, such as the Red Hat Enterprise Linux, Red Hat JBoss Middleware, Red Hat Mobile Application Platform, OpenShift, Red Hat Storage, Ansible or Red Hat Cloud product lines.

1.2 TAM Service Level.

Hours of Coverage. The TAM Service is offered during local Red Hat Support Standard Business Hours as set forth at <https://access.redhat.com/support/contact/technicalSupport.html> (based on the physical location of the TAM representative).

Engagement of the TAM Representative Outside of Red Hat Standard Business Hours. If you have purchased Premium Red Hat Software Subscriptions, you will receive 24x7 Support for Severity 1 and 2 issues through Red Hat's 24x7 Production Support teams and not necessarily from your assigned TAM representative. Red Hat's 24x7 Production Support team will be responsible for addressing issues, but will consult with your TAM representative, as your TAM representative is available, for advice and to gain a better understanding of your infrastructure, environment and specific needs. If you have purchased multiple TAM Service Subscriptions in each of Red Hat's primary Support Regions, you will receive the benefit of extended TAM Service

1. 技术客户管理 (“TAM”) 服务

TAM 服务是一项支持订阅，除了基础的标准或高级软件订阅之外，贵方还可以购买该订阅来获得增强的支持。TAM 服务不包括对以下内容的支持：(1) 自助软件订阅，(2) 贵方不具备有效且已付费软件订阅的任何软件单位（如系统、物理节点、核心等）或 (3) 任何由商业伙伴提供支持的软件订阅。购买 TAM 服务后，将有一位红帽支持工程师为贵方提供：

- 获得红帽技术和开发计划的权限，包括 Beta 测试和缺陷/功能上报；
- 每周电话评估；
- 每年两 (2) 次现场技术评估；
- 多达四 (4) 个支持联系人；
- 每季度通过 TAM 电子考核表考量服务情况，以及
- 订阅红帽的 TAM 每月新闻稿。

1.1 TAM 服务范围。每个 TAM 服务订阅都将有一定的参数限制（即区域、客户团队和/或产品系列），并将在订购表中列出；如果未列出，这些 TAM 参数将在开始 TAM 服务时确定。

- 区域：北美地区、拉丁美洲，欧洲/中东/非洲地区、亚太地区（不包括日本，中国和印度），中国，印度或日本。
- 客户团队：TAM 支持的客户团队，如贵方的开发团队、系统管理团队、支持团队等。
- 红帽产品系列：支持的红帽产品系列，如 Red Hat Enterprise Linux, Red Hat JBoss Middleware, Red Hat Mobile Application Platform、OpenShift、Red Hat Storage、Ansible 或 Red Hat Cloud产品系列。

1.2 TAM 服务级别。

服务时间。TAM 服务在当地红帽支持标准营业时间内（请参见 <https://access.redhat.com/support/contact/technicalSupport.html>）提供，具体取决于 TAM 代表所在的位置。

在红帽标准营业时间之外联系 TAM 代表。如果贵方已购买高级红帽软件订阅，则对于严重性级别为 1 和 2 的问题，贵方将通过红帽 24x7 全天候生产支持团队获得 24x7 全天候支持，而无需向贵方的指定 TAM 代表请求这种支持。红帽的 24x7 全天候生产支持团队将负责解决各种问题，但是会咨询贵方的 TAM 代表（在贵方的 TAM 代表时间允许的情况下），从而更清楚地了解贵方的基础架构、环境和特定需求。如果贵方已在红帽的各主要支持区域购买多个 TAM 服务订阅，可享受延长的 TAM 服务时间范围，但应遵循相同的流程并拨打红帽 24x7 全天候支持电话（详见 <https://access.redhat.com/support/contact/technicalSupport.html>）。

coverage hours, but you should follow the same process and contact the Red Hat 24x7 support numbers at <https://access.redhat.com/support/contact/technicalSupport.html>.

- 1.3 TAM Extension Service.** The TAM Extension Service is an extension of a Red Hat Enterprise Linux TAM Service to provide additional technical knowledge such as SAP implementations on Red Hat Enterprise Linux. The TAM Extension Service requires a separate active and paid standard TAM Service Subscription.

2. Extended Update Support (“EUS”)

EUS Support Subscriptions are included in certain Red Hat Enterprise Linux Premium Subscriptions and otherwise available as incremental Add-On Subscriptions for certain minor versions of Red Hat Enterprise Linux that provide longer maintenance and support cycles (“EUS Cycle”) for those specific versions on Systems, Physical Nodes and/or Virtual Nodes covered by EUS Support Subscriptions. EUS provides certain security and priority bug fixes for these specific versions during the associated EUS Cycle as set forth at <https://access.redhat.com/support/policy/updates/errata/>.

3. Red Hat Enterprise Linux Extended Life Cycle Support Software Subscriptions

Red Hat Enterprise Linux Extended Life Cycle Support Subscriptions (“Red Hat Enterprise Linux ELS”) is an Add-On subscription to your active, standard Software Subscription per System, Physical Node and/or Virtual Node for certain versions Red Hat Enterprise Linux and consists of limited Software Maintenance and Production Support as set forth at <https://access.redhat.com/support/policy/updates/errata/>. Red Hat Enterprise Linux ELS support is not provided under standard Red Hat Enterprise Linux Subscriptions.

- 3.1 Limited Maintenance and Production Support.** Red Hat Enterprise Linux ELS entitles you to receive Software Maintenance and Production Support for Severity 1 and 2 problems as defined in Appendix 1 on x86 architectures, but only for a limited set of software components excluding those listed at http://www.redhat.com/rhel/server/extended_lifecycle_support/exclusions/. Red Hat Enterprise Linux ELS Software Maintenance is limited to those Software updates that Red Hat considers, in the exercise of its sole judgment, to be (a) critical impact security fixes independent of customer support requests and (b) selected urgent priority defect fixes that are available and qualified for a subset of the packages in specific major releases of Red Hat Enterprise Linux beyond the end of its regular production cycles. The Red Hat Enterprise Linux ELS stream will be maintained for an additional period of time immediately after the end-date of the regular production cycles of the relevant release as set forth at <https://access.redhat.com/support/policy/updates/errata/>.

Software fixes for Red Hat Enterprise Linux ELS will only be made available to Systems, Physical Nodes and/or Virtual Nodes that are registered with active Red Hat Enterprise Linux ELS Subscriptions, but will not be made available for other Red Hat Enterprise Linux Subscriptions. Red Hat will only provide one code base for Red Hat Enterprise Linux ELS and will not make functional enhancements to versions of Red Hat Enterprise Linux that are in the ELS cycle.

- 1.3 TAM 扩展服务。**TAM 扩展服务是 Red Hat Enterprise Linux TAM 服务的扩展，以提供额外的技术知识（如 SAP 实施）。TAM 扩展服务需要单独有效的和已付费的标准 TAM 服务订阅

2. 延期更新支持 (“EUS”)

EUS 支持订阅是包含在特定的 Red Hat Enterprise Linux 高级订阅服务和某些次要版本的增量附加订阅，旨在为系统、物理节点和/或虚拟节点中受 EUS 支持订阅涵盖的特定版本提供更长的维护和支持周期（“EUS 周期”）。针对这些特定版本，EUS 在相关 EUS 周期内提供某些安全和优先级缺陷修复，详情请访问以下网址：
<https://access.redhat.com/support/policy/updates/errata/>。

3. Red Hat Enterprise Linux 延期生命周期支持软件订阅

Red Hat Enterprise Linux 延期生命周期支持订阅（“Red Hat Enterprise Linux ELS”）是指按系统、物理节点和/或虚拟节点针对贵方有效标准软件订阅的附加订阅，适用于某些版本的 Red Hat Enterprise Linux，其中包括有限的软件维护和生产支持，详见 <https://access.redhat.com/support/policy/updates/errata/>。Red Hat Enterprise Linux ELS 支持不是以标准 Red Hat Enterprise Linux 订阅提供的。

- 3.1 有限的维护和生产支持。**对于 x86 体系结构，Red Hat Enterprise Linux ELS 允许贵方针对附录 1 中所定义的严重性为 1 和 2 的问题获得软件维护和生产支持，但这仅适用于有限的软件组件集（且不包括 http://www.redhat.com/rhel/server/extended_lifecycle_support/exclusions/ 中所列的组件）。Red Hat Enterprise Linux ELS 软件维护仅限于红帽独自判断后认为属于以下修复的软件更新：(a) 独立于客户支持请求且具有严重影响的安全性修复以及 (b) 在超出常规生产周期终止时间后，可用且适合于 Red Hat Enterprise Linux 特定主要版本中的软件包子集的某些紧急优先级缺陷修复。Red Hat Enterprise Linux ELS 流会在相关版本的常规生产周期终止时间后，立即启动额外一段时间的维护支持，详见 <https://access.redhat.com/support/policy/updates/errata/>。

已针对 Red Hat Enterprise Linux ELS 的软件修复将仅提供给已注册有效 Red Hat Enterprise Linux ELS 订阅的系统、物理节点和/或虚拟节点。红帽将仅为 Red Hat Enterprise Linux ELS 提供一个代码库，并且不会针对 Red Hat Enterprise Linux 在 ELS 周期中的版本提供功能增强。

3.2 Red Hat Enterprise Linux ELS Unsupported Components. Red Hat Enterprise Linux ELS covers components as supported prior to the end of the life cycle but does not cover the following (in addition to those noted in Section 3.1 above):

- (a) Desktop applications,
- (b) Red Hat Cluster Suite
- (c) Content from the Extras channel (“Extras” is a set of content with a shorter life cycle.) and/or
- (d) Independently layered or Add-on products such as Directory Server, Red Hat Satellite Server, Red Hat JBoss Middleware or Scalable File System.

Red Hat reserves the right to exclude additional packages for security reasons.

3.3 Red Hat Enterprise Linux ELS Content Delivery. Red Hat Enterprise Linux ELS content is delivered through separate Red Hat Network base channels for the specific release and corresponding child channels if applicable. Customers will have to install a modified redhat-release package downloaded from Red Hat Network to subscribe a system to a Red Hat Enterprise Linux ELS channel.

4. Red Hat JBoss Middleware Extended Life Cycle Support Software Subscriptions

Red Hat JBoss Middleware Extended Life Cycle Support Subscriptions (“**JBoss ELS**”) provide limited Software Maintenance and Production Support (and may evolve over time) after Red Hat’s published End of Life date for certain Red Hat JBoss Middleware product versions (e.g. Red Hat JBoss Enterprise Application Platform, Red Hat JBoss Fuse Service Works, Red Hat JBoss Data Virtualization) and require a separate, active Red Hat JBoss Middleware Software Subscription for each product on a per unit basis. JBoss ELS support is not provided under standard Red Hat JBoss Middleware Subscriptions. JBoss ELS is an Add-On subscription to your active, standard Software Subscription for the applicable Red Hat JBoss Middleware product and provides Extended Life Cycle Support for the Red Hat JBoss Middleware products as set forth at https://access.redhat.com/support/policy/updates/jboss_note/s/.

5. Red Hat Storage Extended Life Cycle Support Software Subscriptions

Red Hat Storage Extended Life Cycle Support Subscriptions (“**Storage ELS**”) provide limited Software Maintenance and Production Support after Red Hat’s published End of Life date for certain Red Hat Storage product versions and require a separate, active Red Hat Storage Software Subscription for each product on a per Unit basis. Storage ELS support is not provided under standard Red Hat Storage Subscriptions. Storage ELS is an Add-On subscription to your active, standard Software Subscription for the applicable Red Hat Storage product and provides Extended Life Cycle Support for the Red Hat Storage products as set forth at <https://access.redhat.com/solutions/2020433>.

3.2 Red Hat Enterprise Linux ELS 不支持的组件. Red Hat Enterprise Linux ELS 涵盖在生命周期终止前受支持的组件，但不会涵盖以下各项（除了在上面第 3.1 节注明的以外）：

- (1) Desktop 应用程序；
- (2) Red Hat Cluster Suite；
- (3) Extras 通道的内容(“Extras”是一组生命周期较短的内容。)；和/或
- (4) 独立的分层或附加产品，例如 Directory Server、Red Hat Satellite Server、Red Hat JBoss Middleware或可扩展文件系统。

红帽保留出于安全性原因而排除其他软件包的权利。

3.3 Red Hat Enterprise Linux ELS 内容交付. Red Hat Enterprise Linux ELS 内容通过特定版本的单独 Red Hat Network 基本通道以及相应的子通道（如适用）交付。客户必须安装一个经过修改的红帽版本软件包（下载自 Red Hat Network）才能为Red Hat Enterprise Linux ELS 通道订阅系统。

4. Red Hat JBoss Middleware 延期生命周期支持软件订阅

在红帽发布的特定 Red Hat JBoss Middleware 产品版本（例如：Red Hat JBoss Enterprise Application Platform, Red Hat JBoss Fuse Service Works, Red Hat JBoss Data Virtualization）的生命终止日期之后，Red Hat JBoss Middleware 延期生命周期支持订阅 (“**JBoss ELS**”) 提供有限的软件维护与生产支持（可能随时间推移而演变），并且每个产品每个单位都需要单独、有效的 Red Hat JBoss Middleware 软件订阅。JBoss ELS 支持不是以标准 Red Hat JBoss Middleware 订阅提供的。JBoss ELS 是针对适用的 Red Hat JBoss Middleware产品的有效标准软件订阅的附加订阅，为 Red Hat JBoss Middleware 产品提供延期生命周期支持，详情请访问以下网址：

https://access.redhat.com/support/policy/updates/jboss_notes/。

5. Red Hat Storage延期生命周期支持软件订阅

在红帽发布的特定Red Hat Storage 产品版本的生命终止日期之后，Red Hat Storage延期生命周期支持订阅 (“**Storage ELS**”) 提供有限的软件维护与生产支持，并且每个产品每个单位都需要单独、有效的Red Hat Storage软件订阅。Storage ELS支持不是以标准Red Hat Storage 订阅提供的。Storage ELS 是针对适用的Red Hat Storage 产品的有效标准软件订阅的附加订阅，为 Red Hat Storage 产品提供延期生命周期支持，详情请访问以下网址：<https://access.redhat.com/solutions/2020433>。

1. Management Subscriptions

This Exhibit 1.H, describes optional Management Subscriptions for Red Hat Satellite, Smart Management, CloudForms, Ansible Tower and associated offerings.

2 Red Hat Satellite Server, Red Hat Capsule and Smart Management

Red Hat Satellite Server, Red Hat Capsule and Smart Management provide a delivery mechanism within your network for Software Access and Software Maintenance Services for systems running Red Hat Enterprise Linux (and other Red Hat-branded applications).

2.1 Entitlements and Purchasing Requirements. Each Red Hat Satellite Server includes one Premium level Software Subscription to Red Hat Enterprise Linux Server, which is supported solely in connection with the use of Red Hat Satellite Server. Red Hat JBoss Core Services Collection provides a delivery mechanism within your network for Software Access and Software Maintenance Services for systems running Red Hat JBoss Middleware Software. Please note that using Subscription Services to support or maintain any non-Red Hat Software products without purchasing Subscription Services for each instance of such non-Red Hat Product for which you use Subscription Services is not permitted.

2.2 Supported Use Cases. Subscription Services are provided for Red Hat Satellite Server, Red Hat Satellite Capsule and Red Hat Satellite Proxy Management Subscriptions only when used for their supported purposes ("Use Case") in accordance with the terms of this Exhibit 1.H and Table 2.2 below.

1 管理订阅

本附录 1.H 描述了 Red Hat Satellite、Smart Management、CloudForms、Ansible Tower 和相关产品的可选管理订阅。

Red Hat Satellite Server、Red Hat Capsule 和 Smart Management

Red Hat Satellite Server、Red Hat Capsule 和 Smart Management 提供了一种在贵方网络中为运行 Red Hat Enterprise Linux（以及其他红帽应用程序）的系统交付软件访问途径和软件维护服务的机制。

2.1 权利和采购要求。每个 Red Hat Satellite Server 都包括一个 Red Hat Enterprise Linux Server 高级软件订阅，该订阅仅支持与 Red Hat Satellite Server 配合使用。Red Hat JBoss Core Services Collection 提供了一种在贵方的网络内为运行 Red Hat JBoss Middleware 软件的系统交付软件访问途径和软件维护服务的机制。请注意，不允许在没有为每个使用订阅服务的该等非红帽产品购买订阅服务的情况下使用订阅服务支持或维护任何非红帽软件产品。

2.2 支持的使用案例。仅在按照本附录 1.H 的条款和下面表 2.2 的规定用于其支持的目的（“使用案例”）时，红帽才会为 Red Hat Satellite Server、Red Hat Satellite Capsule 和 Red Hat Satellite Proxy 管理订阅提供订阅服务。

Table 2.2

Software	Use Case
Red Hat Satellite Server, Red Hat Satellite Capsule and Red Hat Satellite Proxy	Red Hat does not provide Subscription Services for Red Hat Satellite Server, Red Hat Satellite Capsule or Red Hat Satellite Proxy when used on a System or Physical Node that is not a server.
Red Hat Satellite Capsule Red Hat Satellite Proxy	Red Hat supports Red Hat Satellite Capsule and Red Hat Satellite Proxy only when deployed with Red Hat Satellite Server.
Red Hat Smart Management	Red Hat Smart Management entitlements are required for each Unit of Red Hat Enterprise Linux that is managed by Red Hat Satellite Capsule, Red Hat Satellite Proxy and/or Red Hat Satellite Server. Red Hat Smart Management entitlements may be used with Red Hat Network directly.
Red Hat Satellite Server Starter Pack	Red Hat does not provide Subscription Services for Red Hat Satellite Server Starter Pack if at the time of renewal, more than 50 Units (whether Systems, Physical Nodes and/or Virtual Nodes) are managed.

表 2.2

软件	使用案例
Red Hat Satellite Server、Red Hat Satellite Capsule 和 Red Hat Satellite Proxy	当 Red Hat Satellite Server、Red Hat Satellite Capsule 或 Red Hat Satellite Proxy 用在非服务器系统或物理节点上时，红帽不会为其提供订阅服务。
Red Hat Satellite Capsule Red Hat Satellite Proxy	仅当部署 Red Hat Satellite Server 时，红帽才支持 Red Hat Satellite Capsule 和 Red Hat Satellite Proxy。
Red Hat Smart Management	对于由 Red Hat Satellite Capsule、Red Hat Satellite Proxy 和/或 Red Hat Satellite

软件	使用案例
	Server 管理的 Red Hat Enterprise Linux 的每个单位，均需要 Red Hat Smart Management 权限。Red Hat Smart Management 权限可直接与 Red Hat Network 一同使用。
Red Hat Satellite Server Starter Pack	续订时，如果管理超过 50 个单位（系统、物理节点和/或虚拟节点），红帽不会为 Red Hat Satellite Server Starter Pack 提供订阅服务。

3. Red Hat CloudForms
Red Hat CloudForms Subscriptions are used to manage virtual machines running on on-premise servers or public clouds.

3.1 Entitlements and Purchasing Requirements. You must purchase the appropriate number of Software Subscriptions for each Unit of Red Hat CloudForms based on the capacity of such Unit as described in Table 3.1 below. Multiple Software Subscriptions may be “stacked” to account for the capacity of a given Unit subject to certain limitations. “Stacking” (or “Stackable”) means the application of more than one of the same Subscription to account for additional capacity. For purposes of this Exhibit 1. H, a “**Socket-pair**” is up to two sockets each occupied by a CPU on a Physical Node. For Virtual Nodes being managed by CloudForms in a CloudForms enabled public cloud, you need to purchase Units equal to either (at your option), (a) the actual number of Units or (b) the average daily maximum Virtual Nodes managed by CloudForms in the previous 365 days. If 365 days of usage history is not available, you may use the average usage history period that is available. You must confirm that a specific public cloud is a Red Hat CloudForms enabled cloud prior to purchasing.

3. Red Hat CloudForms
Red Hat CloudForms 订阅用于管理在场内或公有云处运行的虚拟机。

3.1 权限和购买要求. 贵方必须为 Red Hat CloudForms 每一个单位根据 以下 3.1 表描述的其每一个单位的容量购买适当数量的软件订阅。多个软件订阅可以“堆叠”，用来计算某个单位的容量。“堆叠”（或“可堆叠”）是指通过应用多个相同的订阅来实现附加容量。就附录 1.H 而言，“**Socket-pair**”是指物理节点上 CPU 占用的插槽，最多两个。对于在 CloudForms 启用云上由 CloudForms 管理的虚拟节点，贵方需要（可由贵方决定）购买与在此之前 365 天内（a）实际单位相同的；或（b）由 CloudForms 管理的每日平均最多虚拟节点数量相同的单位。如果没有在此之前 365 天的使用记录，贵方可使用现有的使用记录。贵方需要确认特定公有云在购买之前为 Red Hat CloudForms 启用云。

Table 3.1

Software Subscription	Support Level	Unit of Measure	Capacity		Stackable
			Socket(s)	Managed Nodes	
Red Hat CloudForms	Standard or Premium	Managed Node (Physical Node or Virtual Node)	Socket-pair for each Physical Node or Sixteen (16) Virtual Nodes		Physical Node: Yes Virtual Node: Yes

表 3.1

软件订阅	支持级别	测量单位	容量		是否可堆叠
			插槽	管理节点	
Red Hat CloudForms	标准或高级	管理节点（物理节点或虚拟节点）	每一个物理节点或每十六（16）虚拟节点配备一个 Socket-pair		物理节点：是 虚拟节点：是

3.2 Supported Use Cases.Subscription Services are provided for Software CloudForms Subscriptions only when used for its supported purpose (“**Use Case**”) in accordance with the terms of this Exhibit1.H and Table 3.2 below.

3.2 支持的使用案例. 仅在按照本附录 1.H 的条款和下面表 3.2 的规定用于其支持的目的（“**使用案例**”）时，红帽才会为软件 CloudForms 订阅提供订阅服务。

Table 3.2

CloudForms Software Subscription	Use Case
Red Hat CloudForms	Red Hat does not provide Subscription Services for Red Hat CloudForms Software when used on a System or Physical Node that is not a server. Red Hat Enterprise Linux Server is supported solely for the purpose of running Red Hat CloudForms Software. Red Hat Enterprise Linux is currently the only supported operating system for Red Hat CloudForms Subscriptions.
Red Hat CloudForms Virtual Nodes	Red Hat provides Production Support for Red Hat CloudForms Software Subscriptions with Virtual Nodes only if they are running with a Red Hat CloudForms enabled cloud. Red Hat Enterprise Linux Server is supported solely for the purpose of running Red Hat CloudForms Software. Red Hat Enterprise Linux is currently the only supported operating system for Red Hat CloudForms Subscriptions.

表 3.2

CloudForms 软件订阅	使用案例
Red Hat CloudForms	当用在非服务器系统或物理节点上时，红帽不会为 Red Hat CloudForms 软件提供订阅服务。Red Hat Enterprise Linux 服务器仅在运行 Red Hat CloudForms 软件时才受支持。Red Hat Enterprise Linux 目前是唯一用于 Red Hat CloudForms 订阅的支持操作系统。
Red Hat CloudForms Virtual Nodes	红帽仅为采用 Red Hat CloudForms 启用云的在虚拟节点上的 Red Hat CloudForms 软件订阅提供生产支持。Red Hat Enterprise Linux 服务器只有在以运行 Red Hat CloudForms 软件为目的时才会获得技术支持。目前红帽只为 Red Hat CloudForms 订阅的 Red Hat Enterprise Linux 提供技术支持。

4. Ansible Tower Subscriptions

“Tower Software” means the Ansible Tower branded program that is the graphical application and REST API that is provided in object code only in the form of a downloadable suite, with add-ons, commands, functions and applications that is designed for use with the Core Software (defined below). Tower Software (a) is separate and distinct from, does not include, and is not a derivative of, the Core Software (b) does not include modules or packages licensed under an open source license that may be made available with the Tower Software and (c) is licensed for use during the term of the Ansible Tower Software Subscriptions. “Core Software” means the Ansible open source software that is an application deployment and configuration management engine. You are responsible for downloading, installing and maintaining the Core Software as a prerequisite to the installation and support of the Tower Software.

4.1 Entitlements and Purchasing Requirements. You must purchase the appropriate number of Software Subscription(s) based on the number of Managed Nodes.

4.2 Supported Use Cases. Subscription Services are provided for Tower Software only when used for its supported purpose (“Use Case”) in accordance with the terms of this Exhibit 1.H and Table 4.2 below.

4. Ansible Tower 订阅

“Tower Software”指 Ansible Tower 标志的程序，它是图形化应用程序和 REST API，以可下载套件形式在对象代码中提供，并带有插件、命令、功能和应用程序，以供 Core Software 使用（见下文定义）。Tower Software (a) 是独立而且独特的，来自、不包括 Core Software，而且不是 Core Software 的衍生品，(b) 不包括可能随 Core Software 提供的开源许可证中许可的模块或程序包，而且 (c) 经过许可而在 Ansible Tower 软件订阅期间使用。“Core Software”指用作应用部署和配置管理引擎的 Ansible 开源软件。贵方负责下载、安装并且维护 Core Software，这是 Tower Software 安装和支持的前提。

4.1 权利和采购要求。贵方必须根据管理节点的数量而购买适当数量的软件订阅

4.2 受支持的使用案例。仅在按照本附录 1.H 和下表 4.2 的规定用于支持的目的（“使用案例”）时，红帽才会为 Tower Software 提供订阅服务。

Table 4.2

Software Subscription	Use Case
Ansible Tower	Red Hat does not provide Subscription Services for Software (a) when used on a

Software Subscription	Use Case
	system that is not a server, (b) on platforms that are not Supported Platforms and (c) that is outside of the supported Ansible Tower Life Cycle. The Support of Tower Software includes assistance with Core Software solely to the extent required to run Tower Software.

表 4.2

软件订阅	使用案例
Ansible Tower	红帽不为以下软件提供订阅服务 (a) 在非服务器的系统上使用, (b) 在非支持的平台上使用时 (c) 在支持的 Ansible Tower 生命周期以外。Tower Software 的支持包括仅在 Tower Software 需要的范围内利用 Core Software 作为帮助。

4.3 Data Analytics. Tower Software versions 2.4 or later may collect and transmit usability data (including information identifying the source of that data) to Red Hat. Red Hat intends to use the data to enhance future releases of the Tower Software and help streamline customer experience and success. Usability data includes information such as dashboard items clicked in the Tower Software, amount of time spent on individual pages and paths taken throughout the Tower Software. Usability data is collected and transmitted to Red Hat via a javascript file that is downloaded to a customer's web-browser. The collection and transmission of such usability data is optional and you may (a) completely opt-out by editing the Tower Software configuration and restarting the Tower Software, or (b) choose between two opt-in scenarios: (i) "anonymous mode" that will provide usability data to Red Hat without any information identifying the source of that data, or (ii) "detail mode" that will provide usability data with the customer name to Red Hat. For Tower Software (versions 2.4 or later) you may opt-out from usability data collection and transmission by following the directions found at: http://docs.ansible.com/ansible-tower/latest/html/administration/usability_data_collection.html.

4.4 Ansible Tower Software Life Cycle. The release status of the Tower Software is defined by version. During the term of the Tower Subscription and subject to payment of the Fees, Red Hat will provide you with Software Maintenance for the Tower Software, if and when available. An "Upgrade" shall mean each new version of the Tower Software that includes significant improvements in functionality and is generally designated by an increase in the version number to the left of the decimal point (e.g., version 2.0 to 3.0). An "Update" shall mean each new revision of the Tower Software that includes minor improvements in functionality and an accumulation of corrections and is generally designated by an increase in the version number to the right of the decimal point (e.g., version 2.1 to 2.2). A "Correction" shall mean a correction of any Upgrade or Update that includes only specific, targeted fixes to discrete problems in the use or functionality of the Tower Software.

Red Hat will provide (a) Support and Software Maintenance for each version of Tower Software for a minimum period of twelve (12) months after the next Update; and (b) Corrections, if and when available, to the current version (including Updates and Upgrades) of Tower Software and the previous version (including Updates and Upgrades). For example, if the 3.2 version is the latest version of Tower Software, Red Hat will post Corrections, if and when available, for versions 3.1 and 3.2.

4.3 数据分析。 Tower Software 2.4 或更高版本可能向红帽收集和传送使用数据 (包括识别该数据来源的信息)。红帽利用这些数据增强 Tower Software 的未来版本, 并且帮助实现流线化客户体验和帮助客户成功。使用数据包括 Tower Software 中点击的仪表板项目信息、在各页面花费的时间, 以及在 Tower Software 中执行的路径。数据通过 javascript 文件收集和传送, 该文件将下载到客户的 Web 浏览器中。这些使用数据的收集和传送是科学的, 而且贵方可以 (a) 通过编辑 Tower Software 配置并启动 Tower Software 而完全退出, 或者 (b) 在两个进入场景中做出选择: (i) "匿名模式" 向红帽提供使用数据时, 不带有识别该数据来源的信息, 或者 (ii) "详细模式" 向红帽提供的使用数据带有客户名称。对于 Tower 软件 (2.4 或更高版本), 贵方可以根据 http://docs.ansible.com/ansible-tower/latest/html/administration/usability_data_collection.html 上提供的指令退出使用数据收集和传送。

4.4 Ansible Tower Software 生命周期。 Tower Software 的发布状态通过版本定义。在 Tower 订阅期间, 并且在支付费用的前提下, 红帽将向贵方提供 Tower Software 的软件维护服务, 条件是该服务已经推出。"升级" 指 Tower Software 的每个新版本, 其中包括功能的重大改进, 而且一般通过小数点左侧的版本号增加而指出 (例如, 2.0 版本至 3.0 版本)。"更新" 指 Tower Software 的每个新版本, 其中包括功能的少量改进和累积的修正, 一般通过小数点右侧的版本号增加而指出 (例如 2.1 版本至 2.2 版本)。"修正" 指通过任何升级或更新而做的修正, 其中仅包括对 Tower Software 的使用或功能中单独问题进行特定的、有针对性的修复。

红帽将 (a) 为 Tower Software 的每个版本提供至少在下次更新后十二 (12) 月的支持和软件维护; 并且 (b) 提供 Tower Software 当前版本 (包括更新和升级) 和前一个版本 (包括更新和升级) 的修正, 前提是这些修正已经推出。例如, 如果 3.2 版本是 Tower Software 的最新版本, 红帽将为 3.1 和 3.2 版本发布所推出的修正。

5. Red Hat Directory Server Software Subscriptions
The Service Level(s) (set forth in Appendix 1, Section 2) for Directory Server is determined by the Service Level of the Red Hat Enterprise Linux Subscription for the System, Physical Node or Virtual Node running Directory Server (for example, if the Service Level for the underlying Red Hat Enterprise Linux Software Subscription is Premium, then Directory Server would receive Premium level support).

5.1 Red Hat Directory Server Use Cases. Subscription Services are provided for Red Hat Directory Server only when used for its supported Use Case in accordance with the terms of this Exhibit 1.H and Table 5.1 below.

5. Red Hat 目录服务器 软件订阅
目录服务器的服务等级（见 附件 1 第 2 部分规定）由针对运行目录服务器的系统、物理节点或虚拟节点的 Red Hat Enterprise Linux 服务等级确定（例如，如果底层 Red Hat Enterprise Linux 软件订阅的服务等级是高级，则目录服务器将接受高级支持）。

5.1 Red Hat 目录服务器使用案例。 仅在按照本附录 1.H 和下表 5.1 的规定用于其支持的使用案例时，红帽才会为 Red Hat 目录服务器提供订阅服务。

Table 5.1

Software	Use Case
Red Hat Directory Server	A Replica Red Hat Directory Server must have an active Software Subscription for a Master Red Hat Directory Server and Red Hat Directory Server must be installed on a physical server with a standard Red Hat Enterprise Linux Software Subscription (not a Red Hat Enterprise Linux Desktop, Red Hat Enterprise Linux for HPC or Red Hat Enterprise Linux Workstation Software Subscription). “ Replica ” means a second instance of a Directory Server configured as a slave to the first instance of Directory Server. Red Hat Enterprise Linux Server is supported solely for the purpose of running Red Hat Directory Server Software.

表 5.1

软件	使用案例
Red Hat Directory Server	Red Hat 目录服务器复制品必须有针对性主 Red Hat 目录服务器的有效软件订阅，而且 Red Hat 目录服务器必须安装在有标准 Red Hat Enterprise Linux 软件订阅的物理服务器上（非 Red Hat Enterprise Linux Desktop、Red Hat Enterprise Linux for HPC 或 Red Hat Enterprise Linux Workstation 软件订阅）。“ 复制品 ”指目录服务器的第二个实例，它配置为目录服务器第一个实例的附属实例。Red Hat Enterprise Linux 服务器只有在为了运行 Red Hat Directory Server 软件为目的时才可获得技术支持。

1. Background

This Exhibit 1.1 establishes the terms and conditions under which you may use Software Subscriptions in a Vendor's Cloud, which are in addition to the terms provided by the Vendor. "Vendor" means the Red Hat authorized third party from whom you purchased Cloud services and who is authorized by Red Hat to participate in this Cloud Access Program. "Cloud" means a Vendor's hosted computing infrastructure that provides systems, virtual machines or container hosts to end users on an on-demand basis.

2. Transfer of Software Subscriptions

2.1 Eligible Subscriptions. You may use certain eligible Software Subscriptions that include Production Support and/or Software Maintenance provided by Red Hat that meet the criteria set forth at www.redhat.com/solutions/cloud/access ("Eligible Subscriptions") (and if transferred for use in a Vendor's Cloud "Bring Your Own Subscription" or "BYOS") under the terms set forth in this Exhibit 1.1 ("Cloud Access"). Certain software components or functionality of the Software contained in the original Software Subscription (or Add-on Subscription) may not be available or supported when used in the Vendor's Cloud.

2.2 Transfer of Eligible Subscriptions. You may transfer Eligible Subscriptions for use in Vendor's Cloud under the Cloud Access program provided (a) you complete the registration set forth at <https://engage.redhat.com/forms/cloud-access-registration> and (b) you have a sufficient number of Eligible Subscriptions to transfer.

2.3 Unit Conversion. For purposes of this Cloud Access Exhibit 1.1 and for Eligible Subscriptions transferred to a Vendor's Cloud, the Unit of measurement for an Eligible Subscription purchased for on premise use shall be the Unit of measurement for a BYOS Unitas set forth at the conversion table located at <http://www.redhat.com/en/technologies/cloud-computing/cloud-access>. For those Eligible Subscriptions that were originally sold for use in the Cloud, no conversion is required. The number of simultaneous Cloud Access Units in the Vendor Cloud will not exceed the total number of Units (a) transferred from Eligible Subscriptions and/or (b) purchased for use in a Vendor Cloud.

2.4 Usage Reporting. You consent to the Vendor reporting to Red Hat on your usage of the Red Hat Software Subscriptions in the Vendor's Cloud.

2.5 Subscription Term. The transfer of Software Subscription(s) to Cloud Access does not change the start date or the duration of the original Software Subscription(s) and once your Software Subscription expires, your access to the Software Subscription in the Vendor's Cloud will cease, unless otherwise renewed. You may renew your Software Subscription with Red Hat directly or an authorized partner.

1. 背景

本附录 1.1 确定了贵方在供应商的云中使用软件订阅时需要遵守的条款与条件（是对供应商提供的条款与条件的补充）。"供应商"是指贵方向其购买云服务的红帽授权第三方或红帽授权参与云访问计划的第三方。"云"是指供应商托管的计算基础设施，可向最终用户按需提供系统、虚拟机、或容器托管。

2. 软件订阅转移

2.1 符合条件的订阅。 贵方可使用包括红帽提供的产品支持和/或软件维护且符合 www.redhat.com/solutions/cloud/access 中所列标准的某些符合条件的软件订阅（“符合条件的订阅”）（如果转为在供应商应用云中使用，则为按照本附录 1.1 规定的条款的“自备订阅”或“BYOS”）（“云访问”）。原始软件订阅（或附加功能订阅）中包含的某些软件组件或功能可能在供应商云中不可用或不受支持。

2.2 符合条件的订阅转移。 贵方可以将符合条件的订阅转移到云访问程序下的供应商云中，但前提是：(a) 贵方完成 <https://engage.redhat.com/forms/cloud-access-registration> 上规定的注册；和 (b) 贵方拥有足够数量且符合条件的订阅可供转移。

2.3 单位换算。 在本云访问附录 1.1 内，对于转移到云中的符合条件的订阅，每个购买目的是为了在场内使用的符合条件的订阅的计量单位为 <http://www.redhat.com/en/technologies/cloud-computing/cloud-access> 上的换算表中规定的适合 BYOS 单位的计量单位。对于初始购买目的是为了在云中使用的符合条件的订阅，则无需进行换算并将使用购买时的单位。供应商云内的并发 Cloud Access 单位数量不超过：(a) 从符合条件的订阅中转移和/或 (b) 购买用于供应商云中的单位总数量。

2.4 使用情况报告。 贵方同意供应商将贵方在供应商云中使用红帽软件订阅的情况报告给红帽。

2.5 订阅条款。 将软件订阅转移到云访问不会改变原始软件订阅的开始日期或期限，并且贵方的软件订阅到期后，除非另行续订，否则贵方将无法继续在供应商云内访问软件订阅。贵方可直接向红帽或者授权合作伙伴续订软件订阅。

3. Services

3.1 Terms of Service. In a Cloud environment, Red Hat's Software Subscriptions may provide you with access to the Software and associated Software Maintenance, if and when available, in the form of software images deployed as virtual instances or containers. Payments to Red Hat for Software Subscriptions do not include any fees that may be due to the Vendor for the Vendor's Cloud services. Red Hat is not a party to your agreement with the Vendor and is not responsible for providing access to the Vendor's Cloud or any other obligations of the Vendor under such agreement. The Vendor is solely responsible and liable for the Vendor's Cloud. You may use the Services only for your own internal use within the Vendor's Cloud. Use of the Software Subscription other than as set forth herein, including either access to the Software and/or Services outside the Vendor Cloud will be subject to additional fees as set forth in Section 5 below. Red Hat may have a support relationship with your Vendor that enables Red Hat and Vendor to collaborate regarding Software Subscriptions on the Vendor's Cloud and you consent to (i) Red Hat working on and discussing your Software Subscriptions with Vendor and (ii) sharing of information between Red Hat and Vendor for the purpose of providing Services.

3.2 Software Access and Software Maintenance. Software images and/or updates to the Software, if and when available, may be (a) made available in the form of new images and via the Vendor's Cloud ("**Gold Image**"), (b) transferred by you to a Cloud and/or (c) made available to you via a Red Hat Portal. Certain information (such as Software related notices) may only be available to you via the Red Hat Portal..

3.3 Production Support. Production Support for each Eligible Subscription under Cloud Access will be provided to you by Red Hat pursuant to the terms of the original Software Subscription.

3.4 Vendor Specific Services. The Vendor may offer specific services, offerings or protections related to its Cloud, including but not limited to the provision of Services by US only personnel, compliance with certain regulations or regimes or other such Vendor Cloud specific obligations ("**Vendor Offerings**"). Other than as specifically agreed to in writing, the Software Subscriptions are not provided subject to the terms of those Vendor Offerings, and any Vendor Offerings solely relate to the Cloud itself and not to the Red Hat Software Subscriptions operated on the Cloud. As between Red Hat and you, you are solely responsible for complying with any applicable export laws or regulations related to your use of the Software Subscriptions and you agree not to transmit information, data or technology governed by the International Traffic in Arms Regulations to Red Hat in the course of your use of the Software Subscriptions. You acknowledge and agree that to provide the Services, it may be necessary for Client Information (defined in the Agreement) to be transferred between Red Hat, its Affiliates, Business Partners, and/or subcontractors, which may be located worldwide.

3. 服务

3.1 服务条款。在云环境中，红帽的软件订阅可以用于部署为虚拟或容器实例的软件映像的形式，向贵方提供获取可用软件和相关软件维护。向红帽支付的软件订阅费用不包括任何可能需要支付给供应商的云服务费用。红帽不属于贵方与供应商之间协议的协议方，且不负责提供对供应商云的访问权限或该等协议规定的供应商的任何其他义务。供应商自行负责承担与供应商云相关的责任。贵方在供应商云中使用服务时将仅限内部使用。除非本附录另行规定，使用软件订阅（包括访问软件和/或服务）需要根据下面表 5 中的规定支付额外的费用。红帽可能与贵方的供应商有支持关系，以使红帽和供应商能够在供应商云上的软件订阅方面开展合作，并且经过贵方同意：(i) 红帽处理并讨论贵方与供应商的软件订阅，而且 (ii) 在红帽和供应商之间共享信息，有提供服务的目的。

3.2 软件访问及软件维护。软件图像和/或对软件的更新（如有）可 (a) 以新映像的形式通过供应商云予以提供（“黄金镜像”），(b) 由贵方向云中转移，和/或 (c) 通过红帽门户提供给贵方。某些信息（例如与软件相关的通知）可能仅通过红帽门户提供给贵方。

3.3 生产支持。对于根据云访问的每个符合条件的订阅，红帽将根据初始软件订阅的条款向贵方提供生产支持。

3.4 供应商特定服务。供应商可能提供与其云相关的特定服务、内容或保护，包括但不限于我方亲自根据某些法规或制度或者其他供应商云的特定义务而提供的服务（“**供应商服务**”）。若无明确书面规定，软件订阅不根据这些供应商服务规定的条款而提供，而且供应商服务仅与云本身相关，而与云上运行的红帽软件订阅无关。在红帽和贵方之间，贵方需遵守与使用软件订阅相关的任何适用的出口法律或法规，而且同意不得在使用软件订阅的过程中将《国际武器交易规章》规定的信息、数据或技术传输给红帽。贵方确认并同意，要提供服务，客户信息（在协议中规定）可能要在红帽、其附属机构、业务伙伴和/或分包商（可能位于世界各地）之间传输。

4. Reporting and Inspection

If you use the Software and/or Services outside the Vendor's Cloud, you are required to purchase Subscription Services in a quantity equal to the total number of Units of that Red Hat Product (including variants or components thereof) that you deploy, install, use or execute as set forth in the Agreement, Appendix 1. You will promptly notify Red Hat and Red Hat will invoice you for each Unit on a pro-rata basis and you will pay for such Units within thirty (30) days of the date of invoice or as otherwise set forth in the Agreement. Failure to comply with this Section 4 will be considered a material breach of this Agreement, and will entitle Red Hat and/or Vendor to suspend the Services or terminate this Agreement.

5. Term and Termination

Red Hat may terminate the availability of Cloud Access as an offering or may terminate the availability of a particular Vendor that offers Cloud Access with sixty (60) day notice, provided however you may continue to use the Software Subscription for the remainder of the term of the Software Subscription on another Vendor's Cloud or on your premises under the original terms of the Software Subscription.

4. 报告和检验

如果贵方在供应商云外使用软件和/或服务，则贵方应根据协议附件 1 中的规定购买与贵方部署、安装、使用或执行的红帽产品（包括其变型和组件）的单位总数相等数量的订阅服务。贵方需要立即通知红帽，红帽将为每个单位按比例开具发票，贵方必须在发票开具三十 (30) 日内或本协议规定的其他时间支付该等单位的费用。未遵守第 5 节的规定将被视为严重违反本协议，红帽和/或供应商有权暂停服务或终止本协议。

5. 期限和终止

红帽可在提前六十 (60) 天通知的情况下，停止云访问服务或终止特定供应商提供云访问，但贵方可以在剩余期限内根据该等软件订阅的初始条款在另一个供应商的云或贵方场内使用软件订阅。

EXHIBIT 1.J RED HAT OPENSIFT

CONTAINER PLATFORM SUBSCRIPTIONS

附录 1.J RED HAT OPENSIFT CONTAINER PLATFORM 订阅



1. Red Hat OpenShift Container Platform Subscriptions

1.1 Unit of Measure and Purchasing Requirements for Red Hat OpenShift Container Platform. You must purchase the appropriate number and type of Software Subscription(s) for each Unit of Red Hat OpenShift Container Platform on your premise or elsewhere based on the capacity of such Unit as described in Table 1 below. Multiple Software Subscriptions may be “stacked” to account for the capacity of a given Unit. “Stacking” (or “Stackable”) means the application of more than one of the same Subscription to account for additional capacity. Red Hat OpenShift Container Platform for RHEL and Container Platform for RHEL are layered products and require a separate paid and active Software Subscription Red Hat Enterprise Linux for Virtual Datacenters with matching Support Levels for each Unit that deploys, installs, uses or executes such layered products.

1. Red Hat OpenShift Container Platform 订阅

1.1 Red Hat OpenShift Container Platform 的测量单位及购买要求

贵方必须为场内或其他位置的 Red Hat OpenShift Container Platform 的各个单位按照下表 1 所述的容量购买相应数量和类型的软件订阅。在考虑给定单位的容量时，可堆叠多个软件订阅。“堆叠”（或“可堆叠”）是指通过应用多个相同的订阅来实现附加容量。运行在 Red Hat OpenShift 和容器平台的 RHEL 是层状产品，需要针对每个部署、安装、使用或执行该等层状产品的单位单独支付有效的 Red Hat Enterprise Linux for Virtual Datacenters 软件订阅。

Table 1

Software Subscription	Support Level	Unit of Measure	Capacity		Stackable
			Socket(s)	Virtual Nodes	
Red Hat OpenShift Container Platform	Standard or Premium	Virtual Guest	2 Cores	One Virtual Guest	Cores: Yes Virtual Guest: Yes
Red Hat OpenShift Container Platform	Standard or Premium	Physical Node	Socket-pair	Unlimited Virtual Guests	Physical Node: Yes Virtual Guest: N/A
Red Hat OpenShift Container Platform for RHEL	Standard or Premium	Physical Node	Socket-pair	Unlimited Virtual Guests	Physical Node: Yes Virtual Guest: N/A
Container Platform for RHEL	Standard or Premium	Physical Node	Socket-pair	Unlimited Virtual Guests	Physical Node: Yes Virtual Guest: N/A

For purposes of this Exhibit 1.J, a “**Socket-pair**” is up to two sockets each occupied by a CPU on a Physical Node.

软件订阅	支持级别	测量单位	容量		是否可堆叠
			插槽	虚拟节点	
Red Hat OpenShift Container Platform	标准或高级	虚拟节点	2 个核心	1 个虚拟 Guest	核心：是 虚拟 Guest：是
Red Hat OpenShift Container Platform	标准或高级	物理节点	Socket-pair	虚拟 Guest 不限	物理节点：是 虚拟 Guest：不适用
Red Hat OpenShift Container Platform for RHEL	标准或高级	物理节点	Socket-pair	虚拟 Guest 不限	物理节点：是 虚拟 Guest：不适用
Container Platform for RHEL	标准或高级	物理节点	Socket-pair	虚拟 Guest 不限	物理节点：是 虚拟 Guest：不适用

就附录 1.J 而言，“**Socket-pair**”是指物理节点中 CPU 占用的插槽，最多两个。

1.2 Red Hat OpenShift Container Platform Optional Offerings. Red Hat OpenShift Container Platform Subscriptions may be purchased with one or more optional offerings that require a separate paid and active Software Subscription(s) for each Physical Node and/or Virtual Guest running such offerings such as Red Hat JBoss Middleware for OpenShift Container Platform. A standard Red Hat JBoss Middleware Software Subscription is not configured for use

1.2 Red Hat OpenShift Container Platform 可选功能。 Red Hat OpenShift Container Platform 订阅可以按照一个或多个可选功能购买，可选功能要求为每个运行该功能的物理节点和/或虚拟 Guest 维持一个单独已付费和有效的软件订阅，例如 Red Hat JBoss Middleware for OpenShift Container Platform。一个标准的 Red Hat JBoss Middleware 软件订阅不是用于和 Red Hat OpenShift Container Platform 一起配置使用，但 Red Hat JBoss Middleware 用户可以使用每个订阅灵活地部

with Red Hat OpenShift Container Platform, but Red Hat JBoss Middleware subscribers have the flexibility to deploy either a standard Red Hat JBoss Middleware Software Subscription or a Red Hat JBoss Middleware for OpenShift Container Platform with each subscription..

署标准Red Hat JBoss Middleware软件订阅或Red Hat JBoss Middleware for OpenShift Container Platform。

2. Red Hat OpenShift Container Platform Services and Use Cases
- Subscription Services are provided for Red Hat OpenShift Container Platform only when used for its supported purpose (“Use Case”) in accordance with the terms of this Exhibit 1.J and Table 2 below.

2. Red Hat OpenShift Container Platform 服务和使
用案例
- 为 Red Hat OpenShift Container Platform 提供订阅服务仅用于按照本附录 1.J和下表 2 所规定的被支持的目的（“使用案例”）。

Table 2

Software Subscription	Use Case
Red Hat OpenShift Container Platform	Red Hat OpenShift Container Platform is intended to be used as a platform as a service and will be supported only when used in that capacity. Red Hat OpenShift Container Platform is not supported on non-server hardware such as desktops or workstations. Red Hat OpenShift Container Platform is intended for use on a dedicated Physical Node or Virtual Guest; running other applications and/or programs of any type on the Physical Node or Virtual Guest can have a negative impact on the function and/or performance. Red Hat JBoss Middleware will be supported in accordance with the terms of Exhibit 1.B.

表 2

软件订阅	使用案例
Red Hat OpenShift Container Platform	Red Hat OpenShift Container Platform 的预期用途为平台即服务，并且仅在为此目的而使用时方被支持。Red Hat OpenShift Container Platform 不被支持用于非服务器硬件，如桌面或工作站。Red Hat OpenShift Container Platform 可用于一个专门的物理节点或虚拟Guest；在一个物理节点或虚拟Guest 上运行其它种类的应用和/或程序有可能会对功能和/或性能产生不利影响。Red Hat JBoss Middleware 将按照附录 1.B 的条款提供支持。