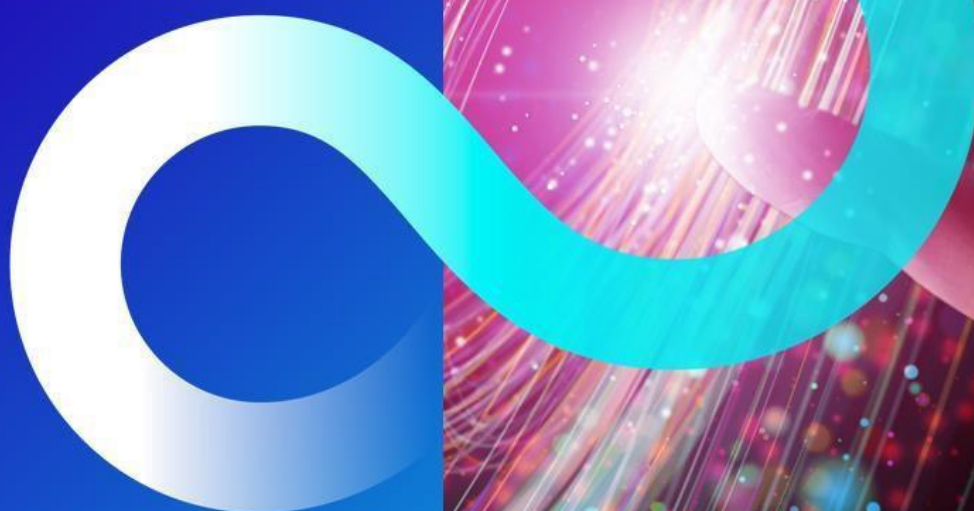


Service Definition

Enterprise Private 5G

FUJITSU



G-Cloud 15

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Private 5G Network Overview

Distinct from public 5G mobile networks, but built from the same telco grade hardware, the Fujitsu Private 5G service provides customers with a dedicated high-speed, low-latency, and reliable network to meet a wide range of use cases.

The benefits of a Private 5G network are:

- Extensive coverage and availability for high complexity and large-scale sites, industrial, outdoor, airports, ports and smart cities making it the right choice for IoT (monitoring, preventative maintenance), push to talk and location services
- A single cell can cover a much larger area with superior signal penetration through obstacles when compared to Wi-Fi equivalent networks
- Ultra-low deterministic latency making it the go-to technology for applications such as teleoperation and autonomous systems
- Superior security when compared to Wi-Fi equivalent networks
- Can be used to complement existing wireless technologies as part of a hybrid networking strategy

Fujitsu can provide tailored solutions ranging from a Private 5G test Lab, through to a multi-site Private 5G deployment capable of supporting mission critical use cases. Support can be matched to the criticality of the deployment from lab based through to 24/7 with an SLA.

The Fujitsu Private 5G network solution consists of:

- An on premises geo-redundant Private 5G Core with flexible local RAN or distributed multi-site RAN services
- Pay as you grow licensed throughput model, up to 25Gbps with no hardware upgrades
- Highly reliable telco grade networking supplied as an end-to-end solution with feature updates and security patching applied across the entire solution stack
- Options for cloud-based management or on premises
- End to end service including consultancy, design, radio planning, survey, installation and ongoing support

Why Fujitsu

The Private 5G offering builds on Fujitsu's extensive telco heritage allowing the build out of diverse networking solutions, encompassing LAN, WAN, Data Centre, Cloud and highly secure military grade networks. We work with best of breed solution vendors and have our own UK based network engineering teams covering remote and field-based installation and support.

Scope of Service

Fujitsu recognises Private 5G as more than just another network option, we believe it to be an enabling technology and want to work with our customers on their journey to fully realise its potential as such. From exploring and assisting with developing use cases and facilitating conversations with ecosystem partners, Fujitsu goes beyond just design, installation and operation of a Private 5G network, we help our customers leverage full business potential from their investment.

Partnering with Fujitsu on your Private 5G Journey, our services include:

Consultancy

- Budgetary costing
- Analysis and refining of requirements
- Exploring use cases and whether Private 5G is the right solution
- Exploring Private 5G as a standalone system, or as a complimentary technology as part of a hybrid approach
- Assisting development of business case including opportunities such as neutral host model
- Digital co-creation and exploration of new use cases
- Spectrum recommendations and working with Ofcom
- Integration with existing networking and multi-tenancy within the Private 5G network

Application for Spectrum

Spectrum is the most important component of a Private 5G solution and getting this right is key to the success of the deployment. Fujitsu recognise the complexities of choosing the right spectrum and working within the constraints set out through regulatory bodies governing their assignment. Fujitsu will work with our customers to support them through this important process.

Survey, Planning & Design

Fujitsu provide a full complement of survey and network planning services to ensure the most optimal and successful deployment of a Private 5G network, this includes:

- Site surveys for cabling, cable routes, comm locations and potential mounting locations and their suitability.
- Survey of overall environment for sources of attenuation and interference
- Indoor and Outdoor RF planning & simulations
 - Building site models (CAD and Vector inputs)
 - Working with both fixed and flexible radio site locations, planning for outcomes such as maximising coverage, and throughput
 - Optimisation and efficient frequency usage
 - Explore radio and antenna options working within Ofcom power constraints
- Full end to end design, including, but not limited to
 - Outputs from radio planning for RAN design and overall BoM
 - Configurable parameters
 - Hardware placement, racking, power, earthing, precision time synchronisation
 - Cabling Schedules
 - LAN connectivity for management and user plane data, including firewall policies and other security hardening
 - Additional accessories as appropriate (enclosures (ATEX), splitters, cables etc)

Implementation & Service Readiness

In conjunction with a fully agreed project plan, Fujitsu will implement the full end-to-end Private 5G Solution, including managing any subcontracted third parties used for installations requiring rigging/ elevated access and specialist cabling.

- Unboxing, DOA checks, pre-staging, racking and connectivity of hardware
- Supply and installation of cabling and associated containment, racks, enclosures
- Full configuration and commissioning
- Initiation of support and warranties
- Testing and certification of cabling
- Completing of service readiness test scripts, including testing per radio and compliance with coverage and throughput requirements
- Demonstration of key features such as SIM provisioning and use of Watchdog application to measure radio quality and view network KPI

Service Operation & Account Management

Fujitsu provides a single point of contact for ongoing support of the Private 5G Solution. With UK based engineering teams providing remote and field-based support, Fujitsu can offer a range of options from light touch covering deployments such as a Private 5G lab through to critical networks requiring a more stringent SLA. The engineering teams are vendor accredited, and Fujitsu handles all support contact with escalation to vendor available where needed.

- Managed service: 8x5, 24x7 and lab only options available
- ITIL based service management
 - Service desk
 - Incident, problem and change management
 - Operational reporting
 - Named service managers
 - Account review, road map
- Management Portal/Dashboard with available API, SNMPv3
- Vendor continuous monitoring of platform with included service availability targets
- Feature software updates and security patches included
 - Applied by Vendor within customer agreed time window
 - Core and RAN hardware and software part of a single vendor solution and thus updated and secured end to end for peace of mind
 - Choice to defer feature updates and consolidate under single yearly update (Long Term Support (LTS))
- Hardware (RMA) and software warranty with options for onsite spare swap out

SIM Management

Every device that connects to the Private 5G network requires a SIM, these can be provided in both physical and eSIM formats. Fujitsu can facilitate access to the different options based on our customer needs.

Commercial

Minimum Terms

The minimum term is 12 months.

Consumer Responsibilities

Consumer responsibilities vary according to the scope of the overall Private 5G deployment. The following apply in all circumstances:

- The Consumer is required to support design and planning activities to define their required solution and to enable deployment.
- Where a design determines that changes are required to the LAN or the WAN as part of the Private 5G deployment the Consumer shall ensure such work is completed prior to Private 5G installation activities on the site.
- The Consumer shall enable site access and site information gathering to allow for deployment and for break-fix and incident resolution.
- The Consumer shall provide a secure hosting location for the Private 5G hardware deployed to each site. This includes space, power and connectivity operating within the agreed environmental conditions for the project.

Service Constraints

Licensing to operate the Private 5G network and its warranty are subject to a valid support contract.

Service Exclusions

This service excludes the configuration, operation, and management of the Consumer site LAN, WAN and firewall infrastructure unless specifically identified as part of the Solution Design.

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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