



**NetApp Product Support
Included in Product Price During Warranty Period**

SPECIFICATION OF SUPPORT LEVEL

SUPPORT LEVEL INCLUDES:

- NetApp Technical Support Center. This is access to technical support resources 24 hours a day, 7 days a week, 365 days a year (24x7x365) by telephone or web for hardware or software questions on NetApp products.
- Advance Replacement (NBD) Parts Exchange. If it is determined by the NetApp Technical Support Center engineer that a product needs to be returned, a Return Material Authorization (RMA) number will be assigned to this transaction.

The replacement product will be advance shipped to the customer site scheduled to arrive by Next Business Day (NBD).

When the replacement product arrives at the customer site, the customer has 15 days in which to return the defective product back to NetApp using the assigned RMA number. If the defective product is not returned within 15 days, the customer will be invoiced for the price of the replacement product.

- Web access to NetApp Technical Support solutions. This service provides password access to the tools and documents that NetApp Technical Support Center uses to answer questions and resolve technical problems. Information found at this website includes online case management and reporting tools, a solutions knowledgebase, notification of software updates with release notes, product documentation, technical tips, configuration guides, and frequently asked questions with answers.
- AutoSupport Data. AutoSupport when enabled automatically sends weekly logs to NetApp Technical Support where they are analyzed for any issues that may impact future system stability and performance. Customers receive the analysis in the form of health check warnings and notices via the AutoSupport Dashboard on the NOW™ (NetApp on the Web) site.
- SW Maintenance Information. The customer will have access to SW maintenance information that is released during the 90 day SW product warranty term. This means that for the 90 day warranty period if the customer is experiencing a SW problem as identified by the NetApp Technical Support Center the customer may be eligible to receive a SW release to address the problem.

NOTE: Purchase of this level of support is a pre-requisite for any SupportEdge package following the end of the initial warranty period.

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NetApp SupportEdge Standard PRODUCT SPECIFICATION

OFFERING INCLUDES:

1. Software Subscription Plan (“SSP”).

Standard customers are entitled to receive all software updates under the software Subscription Plan (SSP). This program provides the customer with access to all software updates, including patch releases as determined necessary and available by the Technical Support Center, maintenance releases, and feature releases during the term of the Standard support coverage. SSP covers Data ONTAP software as well as all NetApp software packages licensed to the NetApp system covered by Standard support.

NetApp may require customers to upgrade to a certain software release in order to resolve current or prospective issues.

Any hardware updates required to utilize new functionality available with the new software release are not included under SSP, and may be purchased separately.

2. PARTS EXCHANGE

If a Technical Support case is opened and it is determined that a replacement part is required for a defective component of the NetApp system, a Return Materials Authorization (RMA) number will be issued by NetApp Technical Support. An advance replacement of that part will be delivered to the customer site within the timeframe that was selected at the time of purchase of the Standard service.

The response time commitment under Standard is selected at the time the customer purchases the service.

The customer may select one of the following options for the replacement part to be delivered to the customer site:

- o 4 Hour: The replacement part will arrive at the customer site within 4 hours of the RMA being issued by NetApp Technical Support. This level of support includes 24X7 availability, which means the replacement part may arrive outside of standard business hours (24 hours per day, 7 days per week including holidays).

Technician to Replace Parts

This option provides both the advance shipment of the replacement part and a NetApp Authorized Service Engineer (NetApp ASE) to do the work of removing

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the defective part and installing the replacement part. The replacement part and NetApp ASE will arrive at the customer site within the response time specified when the service was purchased.

The response time choices when this option is selected are:

- **Next Business Day:** The replacement part arrives at the customer site along with a NetApp ASE to replace the defective part by the next business day (Monday through Friday, 8:00 a.m. to 5:00 p.m., customer's local time). This commitment can be met only if the RMA is issued before 3:00 p.m., customer's local time. After 3:00 p.m., the replacement part and NetApp ASE arrive at the customer site within 2 business days from RMA issuance.
- **4-hour:** The replacement part arrives at the customer site along with a NetApp ASE to replace the defective part within 4 hours of the RMA being issued by NetApp Technical Support. This level of support includes 24x7 availability, which means that the replacement part and NetApp ASE may arrive outside of standard business hours (24 hours a day, 7 days a week, including holidays).

Response time commitments can be met only if NetApp has the most current correct customer information including address for the replacement part and name and phone number of the customer key contact at the location.

If address and contact information is not current the response time commitment will be measured from the point when the correct information is provided by the customer. If the NetApp product has moved to a new geography where the same level of response time is unavailable, the response time for the parts replacement will be the "commercially best available" solution in that new location.

When a NetApp Technical Support case, resulting in an RMA, has been closed and the replacement part has arrived at the customer site, the customer has 15 days in which to return the defective unit back to NetApp using the assigned RMA number. If the defective product is not returned within 15 days, the customer will be invoiced for the price of the replacement part.

3. Storage Availability Audits

Twice per year, NetApp will create and deliver a comprehensive analysis report that reflects storage availability and performance on the customer's NetApp products. The information presented in this report will be taken from AutoSupport and NetApp experience of best practices with equipment deployed in similar environments. The NetApp Authorized Service Engineer (NetApp ASE) will be available to answer questions about the report as requested by the customer.

To receive the twice yearly Storage Availability Audit, the customer's NetApp systems must have AutoSupport enabled and reporting to NetApp.

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NetApp SupportEdge Product Specification

The following elements are included in this audit:

- A summary by system of the NetApp hardware and software revisions for all customer NetApp products covered under the SupportEdge Standard Offering
- A history of events and service actions related to customer NetApp products covered under the SupportEdge Standard Offering
- An evaluation of the state of the NetApp environment in terms of:
 - a) utilization,
 - b) frequency of various failure types, and
 - c) potential for future NetApp hardware and software failures.
- A list of recommendations designed to assist the customer in the optimization of their NetApp products. Such recommendations may include proposed changes or updates to the customer's hardware or software and suggested modifications to existing administrative procedures followed by the customer.
- A summary report of NetApp's findings and recommendations. This report will be presented by a NetApp Authorized Service Engineer (NetApp ASE). At that time, the customer and NetApp ASE can discuss the development of an action plan based on those recommendations.

For NetApp sold products that do not have the NetApp AutoSupport capability, the storage availability audit will not be provided as part of Premium. For these products, the list price of Premium is adjusted to accommodate the lack of this feature.

NOTE: Standard support must be purchased in conjunction with existing or extended warranty support coverage which entitles the customer to:

- 24X7 technical support
- access software releases for download from the NetApp web site

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NetApp SupportEdge Premium PRODUCT SPECIFICATION

OFFERING INCLUDES:

1. Hardware and Software Installation

Site preparation and installation preview. NetApp Authorized Service Engineer ("NetApp ASE") and customer will jointly conduct the pre-installation review prior to installation. The review will evaluate the site and network environment. In addition and the NetApp ASE will address information, host and client compatibility, and inclusion of hardware and software components necessary for successful operation of NetApp Product.

Basic Hardware Set-up. The NetApp ASE will install necessary racks and cabinets, physical connection, cabling components, power components and network components to facilitate the NetApp product.

Connect NetApp equipment to existing networks. The NetApp ASE will configure one initial file system for each NAS protocol and/or logical disk unit ("LUNs"). Software purchased which runs on Data ONTAP (ie. Snapmirror or Snaplock) will be installed and enabled.

Verification and test. The NetApp ASE will run appropriate protocol verifications and proper failover (if clustered).

Enable AutoSupport The NetApp ASE will enable the NetApp AutoSupport capability and other necessary communications to ensure NetApp's support center can properly communicate with NetApp Equipment.

Installation of hardware and software is on a scheduled basis during standard business hours. Additional fees may apply if this activity is performed during non-business hours or weekends.

After a successful set-up, the NetApp ASE will provide the customer with a brief orientation of NetApp's NOW site and assist with system registration.

2. On-Site Event Support.

When a customer opens a technical support case with NetApp Technical Support, a Technical Support Engineer initiates problem identification and repair as necessary.

For Priority 1 cases, if the problem cannot be resolved remotely, and where the Technical Support Engineer and Customer jointly agree that on-site support is

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necessary and appropriate, the Technical Support Engineer will dispatch a NetApp ASE to the customer site. The ASE works cooperatively with the Technical Support Center to diagnose and isolate the problem, make necessary changes, and restore systems to normal operation. These changes may include installing necessary software updates, and/or replacing hardware components.

The Service Level Agreement (SLA) for this P1 on-site event support is subject to the same service level timeframe (2 Hour / 4 Hour / Next Business Day) that was specified for parts exchange response time with the purchase of Premium Support. NetApp reserves the right to define the correct and most appropriate on-site support engineering resource to assist in resolving the case and restoring normal operation.

3. Parts Replacement.

If a Technical Support case is opened and it is determined that a replacement part is required for a defective component of the NetApp system, a Return Materials Authorization (RMA) number will be issued by NetApp Technical Support. An advanced replacement of that part will be delivered to the customer site within the timeframe that was specified with the purchase of the Premium service.

This service provides both the advance shipment of the replacement part **and** a NetApp ASE to do the work of removing the defective part and installing the replacement part. The replacement part and NetApp ASE will arrive at the customer site in the response time specified when the service was purchased.

The response time commitment for parts replacement under SupportEdge Premium is selected at the time the customer purchases the Premium Support.

Response time commitments can be met only if NetApp has the most current correct customer information including address for the replacement part and NetApp ASE to arrive, name and phone number of the customer key contact at the location, and availability of access to that location for the NetApp ASE.

If address and contact information is not current and/or access to the location is denied to the NetApp ASE, the response time commitment will be measured from the point when the correct information is provided by the customer. If the NetApp product has moved to a new location where the same level of response time is unavailable, the response time for the parts replacement will be the "commercially best available" response time in that new location.

The response time options include:

- Next Business Day: The replacement product will arrive at the customer site along with a NetApp ASE to replace the defective product by the next business day (Monday-Friday, 8:00 AM -5:00 PM) at the customer's local time. This commitment can be met only if the RMA has been issued prior to 3:00 PM at the customer's local time. After 3:00 PM, the replacement

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product and NetApp ASE will arrive at the customer site within 2 business days from RMA issuance.

- 4 Hour: The replacement product will arrive at the customer site along with a NetApp ASE to replace the defective product within 4 hours of the RMA being issued by NetApp Technical Support. This level of support includes 24X7 availability, which means the replacement product and NetApp ASE may arrive outside of standard business hours (24 hours per day, 7 days per week including holidays).
- 2 Hour: The replacement product will arrive at the customer site along with a NetApp ASE to replace the defective product within 2 hours of the RMA being issued by NetApp Technical Support. This level of support includes 24X7 availability, which means the replacement product and NetApp ASE may arrive outside of standard business hours (24 hours per day, 7 days per week including holidays).

When a NetApp Technical Support case resulting in an RMA, is closed and the replacement product has arrived at the customer site, the customer has 15 days in which to return the defective unit back to NetApp using the assigned RMA number. If the defective product is not returned within 15 days, the customer will be invoiced for the price of the replacement product.

4. Storage Availability Audits

NetApp will perform the following services in person on a quarterly basis scheduled with the customer. The information presented will be taken from AutoSupport and NetApp experience of best practices with equipment deployed in similar environments. To receive the quarterly Storage Availability Audits, the customer's NetApp systems must have AutoSupport enabled and reporting to NetApp.

The following elements are included in this audit:

- A summary by system of the NetApp hardware and software revisions for all customer NetApp products covered under the SupportEdge Premium Offering
- A history of events and service actions related to customer NetApp products covered under the SupportEdge Premium Offering
- An evaluation of the state of the NetApp environment in terms of:
 - a) utilization,
 - b) frequency of various failure types, and
 - c) potential for future NetApp hardware and software failures.

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- A list of recommendations designed to assist the customer in the optimization of their NetApp products. Such recommendations may include proposed changes or updates to the customer's hardware or software and suggested modifications to existing administrative procedures followed by the customer.
- A summary report of NetApp's findings and recommendations. This report will be presented in person by the NetApp ASE. At that time, the customer and NetApp can discuss the development of an action plan based on those recommendations.
- Any recommendations or observations drawn from the physical inspections of the customer's NetApp product site

NOTE: For NetApp sold products that do not have the NetApp AutoSupport capability, the storage availability audit will not be provided as part of Premium. For these products, the list price of Premium is adjusted to accommodate the lack of this feature.

4. Install Remedial Software Updates:

In order for the Technical Support Center to resolve an existing case, with the serial numbered product identified in that case, the Technical Support Engineer may determine that certain software or firmware changes must be installed on the customer's system

If this occurs, the NetApp Technical Support Engineer, with the customer's agreement and participation, will determine the appropriate method of getting the necessary software or firmware installed on the product with the serial number for which the case was originally opened.

In addition, the Technical Support Engineer and customer will determine a mutually agreeable date and time for when that specific upgrade activity will occur. Depending upon the specific circumstances, NetApp may choose to dispatch a NetApp ASE to the customer site to direct or assist in upgrade activities.

If the software installation is done by a NetApp ASE, it occurs during standard business hours (Monday through Friday, 8:00 –a.m. to 5:00 p.m).

When the upgrade to that product is completed and the upgrade successfully resolves the case, if the customer requires assistance with the same upgrade on additional systems the customer will be referred to the appropriate Professional Services Manager to facilitate scheduling an engagement to upgrade the remainder the systems.

5. Software Subscription Plan ("SSP").

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Premium customers are entitled to receive all software updates under the software Subscription Plan (SSP). This program provides the customer with access to all software updates, including patch releases as determined necessary and available by the Technical Support Center, maintenance releases, and feature releases during the term of the Premium support coverage. SSP covers Data ONTAP software as well as all NetApp software packages licensed to the NetApp system covered by Premium support.

NetApp may require customers to upgrade to a certain software release in order to resolve current or prospective issues.

Any hardware updates required to utilize new functionality available with the new software release are not included under SSP, and may be purchased separately.

6. Priority Case Management

Premium customer's Technical Support cases will be managed as a priority in the NetApp Technical Support Center. All cases opened by a Premium Support customer will be taken before the cases of other NetApp customers who have only Standard or Warranty coverage.

In addition, Premium customer cases will be handled by a more senior level Technical Support engineer to resolve Premium customer cases as quickly as possible.

7. Physical Inspection

A NetApp ASE will perform a physical inspection of the customer's NetApp equipment twice a year. The purpose of this inspection is to ensure that the physical condition of the NetApp equipment is in good working order.

Physical Inspections will be done on a scheduled basis during normal working hours.

8. Premium Diagnostic tools

NetApp will provide Premium Support customers with hardware and/or software diagnostic tools to expedite problem resolution when a case has been opened with the Technical Support Center. These tools will enable NetApp Technical Support centers to do remote diagnosis, gather information from the AutoSupport tool and do functional testing as necessary. These NetApp owned diagnostic tools are placed at the customer's site and may be modified, updated or replaced as new diagnostic tools become available. Any remote access to the customer's NetApp products

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NetApp SupportEdge Product Specification

would be limited to preventive maintenance or remedial actions, which are specifically authorized in advance by the customer through the customer's product settings in the Security Policy Manager.

NOTE: Premium support must be purchased in conjunction with existing or extended warranty support coverage which entitles the customer to:

- 24X7 technical support
- access software releases for download from the NetApp web site

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**NetApp Software Subscription Plan
PRODUCT SPECIFICATION**

SOFTWARE SUBSCRIPTION INCLUDES:

Software Releases

Software Subscription Plan (SSP) customers are entitled to all commercially available software updates. This program provides the customer with access to all software updates, including patch releases as determined necessary and available by the Technical Support Center, maintenance releases, and feature releases during the term of the SSP coverage. SSP can be purchased to cover Data ONTAP software as well as all NetApp software products.

NetApp may require customers to upgrade to a certain software release in order to resolve current or prospective issues.

Any hardware updates required to utilize new functionality available with the new software release are not included under SSP, and may be purchased separately.

NOTE: SSP for software that operates only on NetApp products must be purchased in conjunction with existing or extended warranty level support coverage which entitles the customer to:

- 24X7 technical support
- access software releases for download from the NetApp web site

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NetApp Non-Returnable Disk Product Specification

Offering:

Non-Returnable Disk (NRD) eliminates the need for a customer to return defective disk drives to NetApp when a replacement disk drive has been sent under a parts exchange request and return materials authorization (RMA). NRD allows customers to keep and dispose of failed disk drives on their own.

Customers pay an annual charge per system for being released of responsibility to return defective disk drives to NetApp. This same charge applies regardless of the number of replacement disk drives that are requested.

NRD is available to all NetApp customers concerned about residual data that might reside on a failed disk drive. Many military, government, financial institutions, law firms, and other NetApp customers with highly confidential data benefit from this added level of data security.

NRD is available as an option with all SupportEdge service offerings.

NOTE: NRD support must be purchased in conjunction with existing or extended warranty support coverage which entitles the customer to:

- 24X7 technical support
- access software releases for download from the NetApp web site

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