



## 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:

- 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 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.

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.
- o 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.
  - o 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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