# nexenta

# Support Level Descriptions

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# 1. SUPPORT LEVELS

Nexenta Systems sells the software-based unified storage solution NexentaStor™ and associated applications, plug-ins, and adapters. NexentaStor is a software solution that often is packaged into total solutions by Nexenta's partners to include NexentaStor compatible hardware plus Nexenta software.

All Nexenta software licenses include the first year of maintenance and support. Additional maintenance and support can be purchased at any time from Nexenta. For products that are current on maintenance, bug fixes and update releases are provided without charge.

Nexenta reserves the right to charge for upgrade releases. However, should the customer have current maintenance for NexentaStor, Nexenta will not charge for the upgrade from 1.x to 2.x or from 2.x to 3.x.

There are three levels of support available from Nexenta: **Silver, Gold** and **Platinum**. A comparison of the levels is shown in Table 1.

| Support Rights | Silver | Gold | Platinum |
|---|---|---|---|
| Technical Account Manager | Not Included | Not Included | Yes |
| Account Reviews | Not Included | Not Included | Yes |
| Coverage | M – F  8 a.m. - 5p.m. | 24/7 | 24/7 |
| Case Initiation - Email/Portal | * Yes (10 per year) | Yes (20 per year) | Yes |
| Production Case Initiation | Not Included | Yes | Yes |
| Phone Knowledge Base | Yes | Yes | Yes |
| 4 Hour Response | No | Yes | Yes |
| Pay Per Incident | Yes | N/A | N/A |

*Local Standard Time (Worldwide)*

**Table 1: Comparison of Silver, Gold, and Platinum Support Contracts Levels**

## 2. SUPPORT SPECIFICATIONS

Customers may access support during non-working hours. However, the service levels detailed below may not apply. For example, a customer calling or emailing Nexenta support at 3:05 a.m. Eastern Standard Time will reach a support professional as this corresponds to 9:05 a.m. Central European Time, which is within normal working hours in Central Europe. Support will work the case as normal. However, in the circumstance of escalation, it may be that a resolution will not achieve the service levels discussed below.

Gold and Silver contracts follow a standard support offering that cannot be modified. Platinum contracts consist of a standard support offering but can be modified via a custom Statement of Work. Nexenta offers 'Per Incident Phone Assistance' to our Silver support customers. Silver customers who have an urgent need for phone assistance can purchase a phone assistance support package via our online store.

Once purchased, our Services team will schedule this call and a Support Engineer will return your call at the number provided. This service is not intended to provide support for multiple technical issues, but rather a single incident. Phone assistance is limited to the number of hours purchased, with a four hour minimum.

Nexenta is committed to customer success and welcome your engagement, feedback, suggestions, and direction at any time, via any medium. We cannot achieve our mission of breaking down the artificial barriers preventing 'Enterprise Class Storage for Everyone' from becoming a reality without the continued help of users like you. In the spirit of community we ask that all support incidents accurately represent the level of severity you are experiencing.

The remainder of this document specifies, in detail, our support offerings, including support procedures and service levels.

# 3. SUPPORT TERMS AND CONDITIONS

## 3.1 Definitions

**Entitlement Process** means initial validation of support levels based on the end users' contracted license. The license key provided when opening a support case will determine response time.

**Level 1 Support** means the first level of support, direct end user contact, provided by Nexenta or a partner. For SGI customers, Level 1 support will be provided by SGI. Level 1 Support includes:

- First contact, direct end user interaction
- Information collection and analysis of operating environments, software versions
- Identification of whether the problem is known and has a known solution
- Troubleshooting, problem reproduction, and basic diagnostic procedures
- Problem report administration and tracking
- Assignment of severity codes as appropriate
- Working on the issue until resolution or further escalation

**Level 2 Support** means technical support provided by Nexenta personnel. Level 2 Support typically is provided by trained personnel and serves as the escalation point for Level 1. Level 2 Support personnel are expected to resolve all known problems, installation and configuration issues, and search Nexenta's Web site for posted technical notes and other technical information that can assist in problem resolutions. All pertinent data shall be entered in Nexenta's problem tracking database. Should the Level 2 analyst be unable to resolve a problem, due to lack of expertise, unavailability of relevant troubleshooting data, expiration of the allotted Level 2 resolution time, or other cause, the Level 2 analyst may escalate the problem to Level 3 for resolution. Level 2 personnel of Nexenta will communicate all resolutions back to SGI support.

**Level 3 Support** means technical support provided by Nexenta engineers. Nexenta Level 3 Support is responsible for working directly with Nexenta Development engineers and Nexenta engineers to resolve all software issues and work with Level 2 Support to communicate with the SGI support.

**Normal Work Hours** means 9 a.m.-5 p.m., local standard time, Monday through Friday, excluding major national holidays.

**Resolution** means a modification or workaround to the Licensed Products, documentation, and/or other data provided by Nexenta to resolve an error.

**Update** means a subsequent release of the Licensed Products that adds minor new features or corrects errors. Nexenta generally makes an update available at no additional license fee, provided the end user has paid the Maintenance and Support Fees for such licenses for the relevant time period, in accordance with the Nexenta Worldwide Pricing Guidelines. Updates are denoted by a change to the right of the first decimal point (e.g., v2.5 to v2.6). Updates do not include additional module, release, option, or future product that Nexenta licenses separately.

**Upgrade** means the new version of an existing software product that includes major changes to the software product. An upgrade is denoted by a change to the left of the first decimal point (e.g., v2.5 to v3.0). Nexenta generally makes an upgrade available (either without charge or for a fee), provided the end user has paid the Maintenance and Support Fees for such licenses for the relevant time period, in accordance with the Nexenta Worldwide Pricing Guidelines. Upgrades do not include any additional module, release, option, or future product that Nexenta licenses separately.

## 3.2 Support Services Provided

**Platinum Phone Support.** Nexenta provides all Platinum Support customers with a toll-free Support line for case initiation. This is available 24x7. Callers will be asked to provide license key information, which also serves as their authorization key for support. Platinum support users have the option of using the self-service portal, email, or phone.

**Problem Description and Response Times.** Nexenta will use every reasonable effort to assign resources, respond to the submitter, and provide updates on reported issues to the end user. Response times are based on severity level and can change through the life of the case (e.g., Severity 1 will be dropped to Severity 2 (defined below) once systems are stable).

| Severity Level | Severity Qualifications |
|---|---|
| 1 | Critical Service Outage<br>*(Risks critical business operations, data loss, systems completely down)* |
| 2 | Degraded Service<br>*(Restricts major functionality, no data loss, no work stoppage, time sensitive issue)* |
| 3 | Non-Service Effecting<br>*(Minor condition, service request, system alerts, or stability concerns)* |
| 4 | Informational Request or Comment<br>*(Additional feature requests, documentation concerns, general questions)* |

Table 1: Support Case Severity Levels

Other terms and conditions:
- NexentaStor's HA Cluster product is available only for certified solutions.

- For new purchases, only certified solutions are supported by Nexenta.
- If customer is not using a certified solution, we may choose to offer no support. If we do offer support, it may be at up to a 50% premium over list price.
- This document is effective as of the date shown in the footer of this document.
- This document completely replaces all previous versions with an earlier effective date.
- This document is subject to change without notice.

## 4. ADDITIONAL DOCUMENTATION AND SUPPORT PROCEDURES

For information on how to receive support from Nexenta, please contact the help desk at support@nexenta.com.

NOTES

1. The most current version of this document can be accessed at:
   http://www.nexenta.com/corp/nexenta-support-descriptions.pdf

2. The most current version of Nexenta Worldwide Pricing Guidelines can be accessed at:
   http://www.nexenta.com/corp/Nexenta_WW_Pricing_Guidelines.pdf