

SERVICE DESCRIPTION

SupportEdge Premium



 **NetApp**

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SupportEdge Premium is available for purchase on the following NetApp® products:

- NetApp hardware
 - During the original hardware warranty period
 - Upon expiration of the original hardware warranty period, with the purchase of Extended Warranty Hardware Support
- Eligible NetApp software (including related firmware and operating system, if applicable)

The following chart lists the support features of SupportEdge Premium provided under NetApp’s Support Services terms.¹

Support feature	Description	Entitlement details for SupportEdge Premium
System deployment	See the “ Standard Deployment ” description for details and deliverables.	Optional add-on with initial purchase of system. ²
Target Response Objective for Remote Technical Support	The NetApp Technical Support Center provides a response by remote means.	Initial technical response objective from time of customer contact, based on priority level and availability of local language support: ³ <ul style="list-style-type: none"> • Priority 1: 30 minutes; on a 24/7 basis • Priority 2: 2 hours; on a 24/7 basis • Priority 3: Next business day • Priority 4: Next business day
NetApp Unified Support	<p>During the course of troubleshooting a support issue related to NetApp, if NetApp determines the problem resides with a third-party product, then, upon request, NetApp will assist the customer in opening a case with the third-party supplier, subject to any support agreement in place between the customer and the third-party supplier.</p> <p>To the extent it can, NetApp will assist the third-party supplier in its response and resolution of the customer’s case. If the customer elects to open a case directly with the third-party supplier, upon request, NetApp will provide relevant case information to the third-party supplier.</p>	Included for NetApp hardware and software.

Support feature	Description	Entitlement details for SupportEdge Premium
Replacement Parts Delivery Target Response Objective	NetApp delivers replacement parts within the target response objective.	<p>Response objectives available for purchase are as follows.^{4,5,6}</p> <ul style="list-style-type: none"> • 2 hours; on a 24/7 basis • 4 hours; on a 24/7 basis • Next business day <p>Note: Replacement parts will be shipped to customer locations for next local business day arrival. Local shipment cutoff times, customs, or other logistics factors such as size and weight may affect target response objective.</p>
Replacement Parts Installation	Installation of parts that are delivered by NetApp.	Installation of all replacement parts performed by NetApp. ⁷
On-Site Support	NetApp sends authorized engineers to installation location to work on the problem after NetApp has isolated the problem and deemed on-site support necessary.	Included for NetApp hardware and software purchased.
Software Support Plan	See the “NetApp Software Support Plan” product description.	Included for NetApp software purchased.
Installation of Remedial Software Updates	NetApp may send an authorized service engineer to assist with installation of software updates.	Included for NetApp hardware and software purchased with system. ⁸
Extended Warranty Hardware Support	See the “Warranty/Extended Warranty Hardware Support” product description.	<p>Included for NetApp hardware purchased.</p> <p>Included when SupportEdge Premium is purchased after the original warranty period.</p>

1. The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. Support Services terms, available at <https://www.netapp.com/how-to-buy/sales-terms-and-conditions/> ("NetApp Support Services terms"). The NetApp Support Services terms are subject to revision or modification on a prospective basis at NetApp's sole discretion without notification to customer.
2. Deployment services are available for most NetApp products. If the customer purchases SupportEdge Premium from an authorized NetApp reseller, the reseller may choose to offer their own deployment service.
3. The priority levels are defined as follows. All hardware cases will be evaluated for immediate work independent of priority. P3 and P4 software cases will receive a response and worked to resolution during NetApp regional business hours. Outside NetApp regional business hours, the response objective may be delayed for P3 and P4 software cases. NetApp regional business hours are typically 9 a.m. to 5 p.m. Monday through Friday but can vary with local language requirements. See your local service representative for more details.
 - **Priority 1:** NetApp node, system, or cluster is down, is unable to serve data, is in a state of frequent or repeating "panic" or "hang," or is in a state of degraded performance sufficient to prevent normal business operations. At this level, both NetApp and the customer must commit to around-the-clock action and involvement by all necessary and appropriate personnel and systems until a mutually agreeable workaround is provided and the priority level is downgraded.
 - **Priority 2:** NetApp node, system, or cluster is experiencing an infrequent, isolated, or intermittent "panic" or "hang" or is in a state of degraded performance that allows business operations to continue but at an inconsistent or less than optimal rate. NetApp is committed to use all commercially reasonable efforts to provide a workaround and/or restore normal operations as quickly as possible and issues will be evaluated for immediate work based on business impact. Issues with low impact will be worked during NetApp regional business hours. High-impact issues will require active customer engagement to be worked outside regional business hours.
 - **Priority 3:** NetApp node, system, or cluster is experiencing an issue, anomaly, or cosmetic defect that inflicts little or no business impact, and a viable and mutually agreeable workaround or hardware/software upgrade exists to mitigate the problem.
 - **Priority 4:** Normal customer requests for information regarding the installation, configuration, use, and maintenance of your NetApp equipment are made. This includes administrative inquiries and Return Material Authorization information. There is no impact on customer's production systems or business operations.
4. Response time availability is based on the installation location of the NetApp equipment. Target response time objective clock begins after NetApp's triage of the issue.
5. When the NetApp solution contains third-party products, some of the components may not have the same target response time for delivery and part installation. Consult product documentation for further details.
6. For customers that need the target technical response, but want only parts delivery to do self-replacement to meet their data center requirements and support infrastructure, the customer may opt out of having NetApp install parts. Available options include opt-out for disk drives only or for all components. Additionally, there is an option to consolidate delivery of disk drives to normal business hours next business day. Details are in the [NetApp Support site guides](#).
7. Time to install part will vary by part complexity and access to equipment. For customers that need the target technical response but want only parts delivery to do self-replacement to meet their data center requirements and support infrastructure, the customer may opt out of having NetApp install parts. Available options include opt-out for disk drives only or for all components. Additionally, there are other preferences that can be set either by NetApp or the customer and changed to accommodate requirements. One preference is an option to consolidate delivery of disk drives to normal business hours next business day. Details are in the [NetApp Support site guides](#).
8. Customer is responsible for installing all software on NetApp equipment. This feature is limited to system software for which software is identified as the remedy for a material issue on the system.

