



SERVICE DESCRIPTION

Basic Support

The following chart lists the support features of NetApp® Basic Support provided under the NetApp Support Services terms.¹

SUPPORT FEATURE	DESCRIPTION	ENTITLEMENT DETAILS FOR BASIC SUPPORT
Remote technical support	Customer may contact NetApp by telephone or web on a 24/7/365 basis to report an issue.	Included.
Target response objective for remote technical support	NetApp Technical Support Center provides response by remote means.	Initial technical response objective from time of customer contact, based on priority level and availability of local language support. ² <ul style="list-style-type: none"> • Priority 1: 16 hours; on a 24/7 basis
Replacement parts delivery target	NetApp delivers replacement parts within the target response objective.	5 business days. ^{3, 4} Note: Local country shipment cutoff times might affect target response objective timing. Customer installs all replacement parts.
Software support	Provides access to all patches and features.	Included for NetApp software purchased.
Access to NetApp Active IQ®	Helps maximize availability and optimize performance across the data fabric with AI-powered analytics.	Included with access to all legacy Active IQ features. Note: Does not include access to any of the new Active IQ digital advisor features and capabilities.
Digital support tools	Access to NetApp Support site with 24/7 chat support by using the Elio virtual assistant powered by IBM Watson® to route to live representatives.	Included.

1. The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. Support Services terms, available at <http://www.netapp.com/us/how-to-buy/stc.html> ("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 customers. If there are any differences between the NetApp Support Services terms and the offerings herein, the offerings herein shall prevail.
2. The priority levels are defined as:
 - 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. At this level, NetApp is committed to using all commercially reasonable efforts to provide a workaround and/or restore normal operations as quickly as possible.
 - 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 NetApp equipment are made. This includes administrative inquiries and Return Material Authorization information. There is no impact on the customer's production systems or business operations.
- For local language support, target response objectives associated with case priority might be different. Contact your local NetApp Support representative for more details.
3. Response time availability is based on the installation location of the NetApp equipment. The target response time clock begins after NetApp's triage of the issue.
4. When the NetApp solution contains third-party products, some of the components might not have the same target response time for delivery and part installation. Consult product documentation for further details.

