



SERVICE DESCRIPTION

SupportEdge Secure for Government: Parts Delivery

SupportEdge Secure for Government: Parts Delivery 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 Support
- Eligible NetApp software (including related firmware and operating system, if applicable)

The following chart lists the support features of SupportEdge Secure for Government: Parts Delivery provided under NetApp's Support Services terms.¹

SUPPORT PRODUCT FEATURE	DESCRIPTION	ENTITLEMENT DETAILS FOR SUPPORTEDGE SECURE FOR GOVERNMENT: PARTS DELIVERY
Compartmentalized Remote Technical Support	All Technical Support cases are routed to an organization within the NetApp Technical Support Center (TSC) located in the United States. Access to this team is through global toll-free access numbers. All personnel within this organization are U.S. citizens.	Included for NetApp hardware and software purchased.
NetApp Sensitive Compartmented Information Facility (SCIF)	NetApp provides an SCIF to meet customer security requirements. NetApp TSC will coordinate with customer to assure alignment with specific clearance requirements when classified files must be analyzed in the process of resolving a Technical Support case.	Included for NetApp hardware and software purchased.
NetApp Unified Support	<p>During the course of troubleshooting a support issue related to NetApp, if NetApp determines the issue 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>NetApp will provide commercially reasonable assistance to the third-party supplier in its response to 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.

1. The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. Support Services terms, available at 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 customer.

SUPPORT PRODUCT FEATURE	DESCRIPTION	ENTITLEMENT DETAILS FOR SUPPORTEDGE SECURE FOR GOVERNMENT: PARTS DELIVERY
Target Response Objective for Remote Technical Support	NetApp TSC provides a response by remote means.	<p>Initial technical response objective from time of customer contact, based on priority level:²</p> <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: 8 hours; on a 24/7 basis • Priority 4: 24 hours; on a 24/7 basis
Replacement Parts Delivery Target Response Objective	<p>NetApp delivers replacement parts within the target response objective.</p> <p>If customer requires secure delivery of parts or has additional security requirements that require cleared personnel for deliveries, customer should purchase SupportEdge Secure Onsite services even though the customer will install the parts.</p>	<p>Included.</p> <p>Response objectives available for purchase are as follows:^{3,4}</p> <ul style="list-style-type: none"> • 2 hours; on a 24/7 basis • 4 hours; on a 24/7 basis • Next business day; replacement parts will be shipped to customer for next local business day arrival; local country shipment cutoff times may affect target response objective timing <p>Note: Installation of all replacement parts is performed by customer. Under this offering, in some situations, such as when equipment is installed in mobile units (ships, airplanes, trucks, and so on), the support NetApp provides will be on a “commercially reasonable effort” basis. Replacement parts may be delivered to a customer-designated depot with the option to consolidate drive deliveries to normal business hours next business day. NetApp Logistics requires a shipping address in advance for all parts deliveries.</p>
Software Support Plan	See the “Software Support Plan” product description.	Included for purchased NetApp software under this offering.
Extended Warranty Hardware Support	See the “Warranty/Extended Warranty Hardware” product description.	<p>Included for purchased NetApp hardware under this offering.</p> <p>Included when SupportEdge Secure for Government: Parts Delivery is purchased after the original warranty period.</p>

- 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. At this level, NetApp is committed to a commercially reasonable best effort 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 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.
- Response time availability is based on the installation location of the NetApp equipment. Response time objective clock begin after NetApp’s triage of the issue.
- 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.