NETAPP SUPPORTEDGE
PROTECT FOR GOVERNMENT

NetApp® SupportEdge Protect is an add-on offering to either the SupportEdge Advisor or SupportEdge Expert service and provides support delivered by a U.S. citizen on U.S soil for all the features in those offerings and the additional features listed below.[1] Since SupportEdge Protect is an add-on option, customers receive the entitlements of the support tier to which it is attached, including parts delivery when applicable.

The following chart describes the features of the SupportEdge Protect add-on. Support interactions are delivered by U.S. citizens on U.S. soil, and customers will have access to a data portal restricted to SupportEdge Protect entitled customers to upload files pertaining to their case.[2] U.S. citizen Technical Support Engineers (TSE) on U.S. soil will troubleshoot and analyze the customer's case. If a case requires additional analysis from NetApp's product engineering team, who might not be U.S. citizens, the TSE will request approval from the customer to share a sanitized version of the case file(s) with the product engineers to help analyze the issue.[3]

These features, in addition to the features of SupportEdge Advisor and SupportEdge Expert are provided under NetApp's Support Services terms.[4]

Support feature	Entitlement and description
On-site support and troubleshooting	If purchased. NetApp sends qualified engineers with appropriate securityclearances, if necessary, to installation location to work on the problem after NetApp has isolated the problem and deemed on-site support necessary.[5]
Remedial software upgrades	Included. NetApp provides software upgrades to address known issues.[6] If the upgrade qualifies, NetApp will perform the upgrade.
Managed Upgrade Service	Included for SupportEdge Expert only. On demand, up to two times per year NetApp will assist with remote installation of software updates. Where remote installation is not possible due to security clearance requirements, NetApp will provide on-site installation of software updates by individuals with appropriate security clearances.
Periodic system health check	Included for SupportEdge Expert only. On-demand system health checks are performed remotely by NetApp. Where remote health checks are not possible due to security clearance requirements, NetApp will provide on-site health checks by individuals with appropriate security clearances.
Access to NetApp Active IQ®	Included. Provided that customer enables the necessary features, NetApp Active IQ helps maximize availability and optimize performance across the data fabric with AI-powered analytics. Provides access to the full suite of Active IQ Digital Advisor features with new predictive AI Ops capabilities. The latest version of Unified Manager for Secure Sites lets you manually upload the latest Active IQ insights and recommendations as required.
Digital support tools	Included. Access to NetApp Support site with 24/7 chat support by using the Elio virtual assistant powered by IBM Watson® to route to a live representative that is a U.S.citizen on U.S. soil.

1. A DD254 is required to ensure onsite support is delivered by a Technical Support Engineer with the requisite U.S. security clearance. Failure by the customer to issue a DD254 (or equivalent documentation) may excuse NetApp from its obligations under this support offering.

2. The SupportEdge Protect data portal is restricted to U.S. citizen access on U.S. soil and is used to store and retrieve files or case notes for systems with the SupportEdge Protect support entitlement.

3. Sanitized files. A sanitized file is the removal of information that, in the customer's judgment, cannot be shared with a non-U/S citizen and/or shared outside the U.S.

4. 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/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 customers. For more information on the support offerings visit www.netapp.com/services/support/descriptions.

5. Where required by the support contract terms, parts will be delivered to the customer by a U.S. citizen, or if a DD254 is provided for the account, a technical support engineer with the appropriate security clearance.

6. The customer is responsible for installing all software on NetApp equipment, and this feature is limited to system software for which software is identified as the remedy for an issue on the system.