



SERVICE DESCRIPTION

Software Support Plan

Table 1 lists the support features of the NetApp® Software Support Plan that are provided under the NetApp support services terms.¹

The NetApp Software Support Plan is available for purchase for eligible optional NetApp system software, standalone software, firmware, and the base storage operating system, if applicable.

Note: For the base storage operating system or for software that is licensed to a NetApp system, the NetApp Software Support Plan may be purchased only for a system that is covered by a valid hardware warranty or extended warranty hardware support offering, unless otherwise noted in the documentation.

| SUPPORT PRODUCT FEATURE | DESCRIPTION | SOFTWARE SUPPORT PLAN ENTITLEMENT DETAILS |
|---|--|---|
| Remote technical support | Customer may contact NetApp by remote means on a 24/7/365 basis to report an issue. | Included for eligible NetApp software. |
| Access to the NetApp Support site | Customer has access on a 24/7/365 basis. | Included for eligible NetApp software. |
| Software updates and patch/maintenance releases | NetApp provides access to commercially available software updates through the NetApp Support site when and if updates are available. NetApp also provides access to special patches as determined by the NetApp Technical Support Center. | Included. ^{2,3} |
| NetApp AutoSupport® or Active IQ® remote support diagnostics tool | Certain NetApp software products, when properly installed and configured, automatically contact NetApp to provide input to assist NetApp in support issue determination and may proactively create technical support cases on behalf of the customer | Included |

Table 1) NetApp Software Support Plan features.

The Software Support Plan is included in SupportEdge Premium and SupportEdge Standard offerings that are available for NetApp hardware. It also is available for standalone and value-add NetApp software products, including cloud and other data/system management products. System software is software that resides on NetApp hardware products. It includes the operating system, firmware, and optional software products with entitlement that are tied to the associated NetApp hardware serial number. When the associated hardware product has reached end of support (EOS), the Software Support Plan can no longer be renewed for the software that is licensed on that hardware. Continued support of active hardware may require updating the base storage operating system or updating other applicable software to the latest supported software version.

1. The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. support services terms for the relevant geographic region, 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 the customer.

2. The customer is responsible for installing all software, regardless of hardware or software entitlement.

3. If the customer purchases a NetApp Software Support Plan for some third-party software products (including those hardware and software products that are resold by NetApp), the software updates feature is not included in the NetApp Software Support Plan. The appropriate software updates are available directly from the respective vendor. In that case, the price of the NetApp Software Support Plan, if applicable, reflects the fact that this feature is not being provided by NetApp.