



## SERVICE DESCRIPTION

# Value Support

Value Support provides NetApp® Support for NetApp systems that have reached [end of commercial availability](#) but not end of support. The following table lists the features of Value Support that are provided under the NetApp Support Services terms.<sup>1</sup>

SUPPORT FEATURE	DESCRIPTION	SUPPORTEDGE PARTNERSELECT FOUNDATION ENTITLEMENT DETAILS
Remote technical support	Customer may contact NetApp by telephone or through the web on a 24/7/365 basis to report an issue.	Included
Target response objective for remote technical support	The NetApp Technical Support Center provides response by remote means.	Priority 1: 16 hours on a 24/7 basis <sup>2</sup>
Replacement parts delivery target	NetApp delivers replacement parts within the target response objective.	Next business day <sup>3,4</sup> <b>Note:</b> Replacement parts will be shipped to the customer for next-local-business-day arrival. Local country shipment cutoff times might affect target response objective timing. The customer installs the replacement parts.
Digital Support tools	Digital Support tools include the NetApp Support site with 24/7 chat support by using Elio With Watson® routing to live representatives.	Included
Software Support Plan	This plan provides access to all patches and features.	Included
Access to all classic NetApp Active IQ® features <sup>5</sup>	The customer can access standard Active IQ features, such as: <ul style="list-style-type: none"> <li>• Case automation</li> <li>• Security risks and vulnerability detection</li> <li>• Storage efficiency</li> <li>• Performance analytics</li> </ul>	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.

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.

5. This feature requires NetApp AutoSupport® telemetry to be turned on.