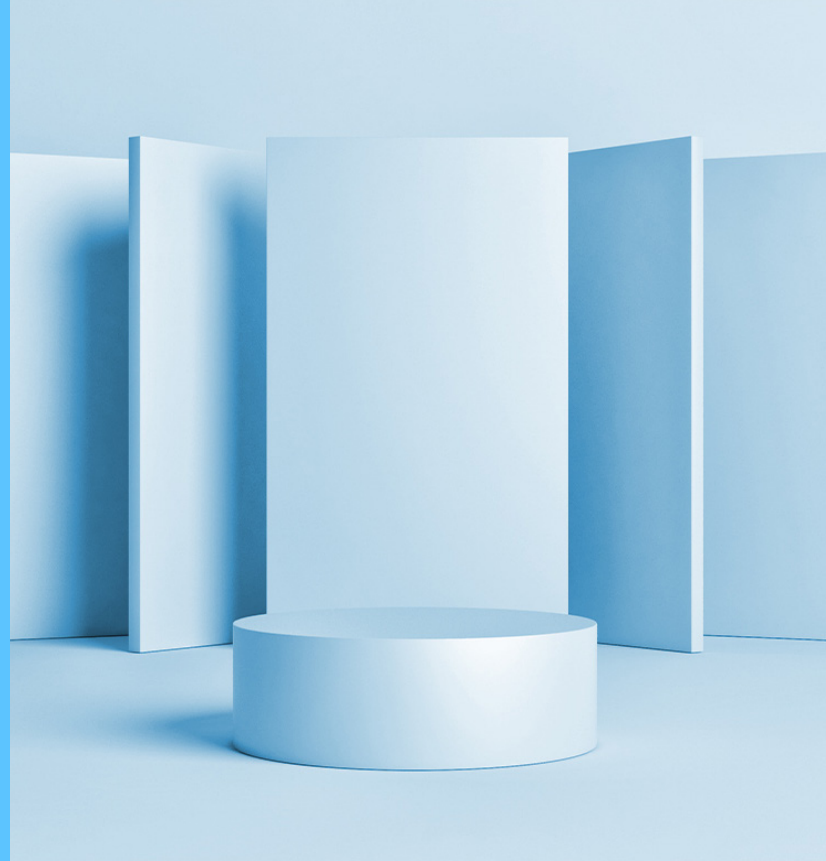


SERVICE DESCRIPTION

Base Cloud Support for NetApp public cloud services



 **NetApp**

 **NetApp**

Base Cloud Support is included with active subscriptions to most NetApp® cloud services. Those cloud services include NetApp Cloud Insights, SaaS Backup, Astra™ Control Service, Astra Trident, Cloud Volumes ONTAP®, and Cloud Manager (Cloud Sync, Cloud Backup, Cloud Tiering, Global File Cache, and Cloud Data Sense [formerly Cloud Compliance]). Other NetApp public cloud services may have different base coverage. For additional information about available cloud services and Base Cloud Support coverage details, review the [product documentation](#).

The following chart lists the support features of the Base Cloud Support package for the covered NetApp public cloud services.

Support feature	Description	Entitlement details for Base Cloud Support
Remote technical support	7/24/365 access to technical support.	Included. Cases can be opened and chat is available through the NetApp Support Site and from within select products. ¹
Target response objective for remote technical support	The NetApp Technical Support Center responds to cases remotely.	Initial technical response objective from the time of customer contact, based on priority level and availability of local language support: ^{2,3,4} <ul style="list-style-type: none"> • Priority 1: 2 hours (24/7) • Priority 2: 4 hours (24/7) • Priority 3: Next business day • Priority 4: Next business day
Access to the NetApp Support Site	The customer has 24/7 access.	Included. Depending on product, information may be available in-product as well.
Digital support tools	Through the NetApp Support Site, the customer has access to the NetApp Knowledge Base, product documentation, and other technical information.	Included
Community support	The customer has access to cloud specialists through the NetApp Community or other forums.	Included
Access to the NetApp Active IQ® tool	Active IQ helps maximize availability and optimize performance across the data fabric with AI-powered analytics. Active IQ capabilities vary by product.	Included. Basic Active IQ access only.
Updates and releases	NetApp administers all software updates automatically for the cloud services that the customer subscribes to and for updates that are maintained on the NetApp Support Site.	Included.

1. Limited phone support is available with Base Support for critical (P1) problems only. Certain contact methods are not available 7/24 in all regions.
2. For local language support, the target response objective associated with the case priority may differ. For more details, contact your local NetApp Support representative
3. NetApp priority levels are defined in the following list. Priority 3 and Priority 4 software cases receive a response and are worked to resolution during NetApp regional business hours. Outside of NetApp regional business hours, the response objective may be delayed for Priority 3 and Priority 4 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:
 - **Priority 1—Critical Business Impact.** A business-critical system is down, unavailable, unable to serve data, or showing significantly degraded performance. Includes data loss, data corruption, or a security breach within your system or service. 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—Degraded Impact.** A business-critical system or service is affected, with reduced or degraded functionality 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 to restore normal operations as quickly as possible, and issues are evaluated for immediate work based on their business impact. Issues with low impact are worked on during NetApp regional business hours. High-impact issues require active customer engagement to be worked on outside of regional business hours.
 - **Priority 3—Low Impact.** An issue, anomaly, or defect that inflicts little or no business impact, or where a viable and mutually agreeable workaround or upgrade exists to mitigate the problem.
 - **Priority 4—Cosmetic or Informational.** Inquiries on functionality or configuration of products or services. This level includes requests for feature enhancements. It also includes minor issues that have no impact on the customer's production systems or business operations.
4. NetApp has implemented tools that connect with applicable cloud providers on customer technical issues that may have been caused by the applicable cloud provider services. NetApp is committed to provide support and uses commercially reasonable efforts to resolve technical support issues, but NetApp's response may be affected by the provider's response. Additionally, the customer must (i) maintain a current support contract with both NetApp and the applicable cloud provider and (ii) coordinate joint escalation meetings with both NetApp and the applicable cloud provider when technical issues arise.

