



SERVICE DESCRIPTION

Support for ONTAP Cloud Software Subscription for Amazon Web Services

Support for NetApp® ONTAP® Cloud software subscription for Amazon Web Services (AWS) is included with the purchase of bring-your-own-license (BYOL) and hourly/annual (pay as you go) subscriptions, including High Availability subscriptions. Get started by [registering your ONTAP Cloud software subscription](#).

The following table summarizes the support features of ONTAP Cloud software subscription for Amazon Web Services provided under NetApp's Support Services Terms.*

SUPPORT FEATURE	BRING YOUR OWN LICENSE	HOURLY/ANNUAL SUBSCRIPTION
Support Options	Software support is included for the duration of the license (renewable on a 6- or 12-month term).	Software support is included.
Software Updates	NetApp provides access to commercially available software updates through the NetApp Support website when and if available, as determined by the NetApp Technical Support Center.	NetApp provides access to commercially available software updates through the NetApp Support website when and if available, as determined by the NetApp Technical Support Center.
System Monitoring	NetApp offers remote monitoring through NetApp AutoSupport™, subject to customer authorization.	NetApp offers remote monitoring through NetApp AutoSupport, subject to customer authorization.
Online Support	Customer has access to click to chat, knowledge base, case management, and user community.	Customer has access to click to chat, knowledge base, case management, and user community.
Access to the NetApp Support Site	Customer has access on a 24/7/365 basis to the NetApp Support site.	Customer has access on a 24/7/365 basis to the NetApp Support site.
Remote Technical Support	Customer may contact NetApp by telephone or open a case on the web on a 24/7/365 basis to report a problem.	Customer may contact NetApp by telephone or open a case on the web on a 24/7/365 basis to report a problem.

Table 1) ONTAP Cloud software subscription for Amazon Web Services support features.

About ONTAP Cloud Software Subscription

The ONTAP Cloud software-only storage appliance runs the NetApp ONTAP® data management software. ONTAP Cloud software subscription for AWS is a virtual storage appliance that runs in an Amazon Web Services data center. ONTAP Cloud software subscriptions provide control and governance of data with the power of an enterprise storage software solution. Building a cloud storage environment with an ONTAP Cloud software subscription provides enterprise-class features for cloud storage.

ONTAP Cloud software subscription for AWS is sold as a six-month subscription (bring your own license) and as an hourly/annual subscription (pay as you go). Find out more at the Amazon Web Services Marketplace.

* The services and offerings described herein are subject to, limited, and governed by the NetApp General Terms and Conditions for the relevant geographic region. The NetApp Terms and Conditions are subject to revision or modification on a prospective basis at NetApp's sole discretion without notification to the customer.