



SERVICE DESCRIPTION

SupportEdge Secure for Government: Onsite

SupportEdge Secure for Government: Onsite is available for purchase on the following NetApp® products:

- NetApp hardware
 - During the original hardware warranty period
 - Upon expiration of the original hardware warranty period, with the purchase of Extended Warranty Support
- Eligible NetApp software (including related firmware and operating system, if applicable)

The following chart lists the support features of SupportEdge Secure for Government: Onsite provided under NetApp's Support Services terms.¹

SUPPORT PRODUCT FEATURE	DESCRIPTION	ENTITLEMENT DETAILS FOR SUPPORTEDGE SECURE FOR GOVERNMENT: ONSITE
System Installation	See the "System Installation" datasheet for details and deliverables.	Optional with initial purchase of system. ²
Compartmentalized Remote Technical Support	All Technical Support cases are routed to an organization within the NetApp Technical Support Center (TSC) located in the United States. Access to this team is using global toll-free access numbers. All personnel within this organization are U.S. citizens.	Included for NetApp hardware and software purchased. ³
NetApp Sensitive Compartmented Information Facility (SCIF)	NetApp provides an SCIF to meet customer security requirements. NetApp TSC will coordinate with customer to assure alignment with specific clearance requirements when classified files must be analyzed in the process of resolving a Technical Support case.	Included for NetApp hardware and software purchased.

1. 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/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 customer.
2. Installation is included for most NetApp products. If the customer purchases SupportEdge Secure for Government: Onsite from an authorized NetApp reseller, the reseller may choose to replace system installation with its own installation service. If the customer chooses to perform its own installation, the price of SupportEdge will reflect the fact that this feature is not included.
3. When applicable, NetApp will coordinate with customer to provide DD254s or other security requirements documentation to arrange for the appropriate cleared resources for on-site support.

SUPPORT PRODUCT FEATURE	DESCRIPTION	ENTITLEMENT DETAILS FOR SUPPORTEDGE SECURE FOR GOVERNMENT: ONSITE
NetApp Unified Support	<p>During the course of troubleshooting a support issue related to NetApp, if NetApp determines that the issue resides with a third-party product, then, upon request, NetApp will assist the customer in opening a case with the third-party supplier, subject to any support agreement in place between the customer and the third-party supplier.</p> <p>NetApp will provide commercially reasonable assistance to the third-party supplier in its response to and resolution of the customer's case. If the customer elects to open a case directly with the third-party supplier, upon request, NetApp will provide relevant case information to the third-party supplier.</p>	Included for NetApp hardware and software.
Target Response Objective for Remote Technical Support	NetApp TSC provides a response by remote means.	<p>Initial technical response objective from time of customer contact, based on priority level:⁴</p> <ul style="list-style-type: none"> • Priority 1: 30 minutes; on a 24/7 basis • Priority 2: 2 hours; on a 24/7 basis • Priority 3: 8 hours; on a 24/7 basis • Priority 4: 24 hours; on a 24/7 basis
Replacement Parts Delivery Target Response Objective	NetApp delivers replacement parts within the target response objective.	<p>Included.</p> <p>Response objectives available for purchase are as follows.^{5,6,7}</p> <ul style="list-style-type: none"> • 2 hours; on a 24/7 basis • 4 hours; on a 24/7 basis • Next business day; replacement parts will be shipped to customer for next local business day arrival; shipment cutoff times may affect target response objective timing. <p>Note: Under this offering, in some situations, such as when equipment is installed in mobile units (ships, airplanes, trucks, and so on), the support NetApp provides will be on a "commercially reasonable effort" basis. Replacement parts may be delivered to a customer-designated depot. NetApp Logistics requires a shipping address in advance for all parts deliveries.</p>

4. The priority levels are defined as follows. All hardware cases will be evaluated for immediate work independent of priority. P3 and P4 software cases will receive a response and worked to resolution during NetApp regional business hours. Outside NetApp regional business hours, the response objective may be delayed for P3 and P4 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. See your local service representative for more details.
- 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 a commercially reasonable best effort 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 your NetApp equipment are made. This includes administrative inquiries and Return Material Authorization information. There is no impact on customer's production systems or business operations.
5. Response time availability is based on the location where the NetApp equipment is installed. Target response time clock begins after NetApp's triage of the issue.
6. When the NetApp solution contains third-party products, some of the components may not have the same target response time for delivery and part installation. Consult product documentation for further details.
7. For customers that need the target technical response, but want only parts delivery to do self-replacement to meet their data center requirements and support infrastructure, the customer may opt-out of having NetApp install parts. Available options include opt-out for disk drives only or for all components. Additionally, there is an option to consolidate delivery of disk drives to normal business hours next business day. Details are in the [NetApp Support site guides](#).

SUPPORT PRODUCT FEATURE	DESCRIPTION	ENTITLEMENT DETAILS FOR SUPPORTEDGE SECURE FOR GOVERNMENT: ONSITE
Replacement Part Installation	Installation of parts that are delivered by NetApp.	Installation of all replacement parts performed by NetApp. ⁸
On-site Support	NetApp sends authorized engineers to installation location to work on an issue after NetApp has isolated the issue and deemed on-site support is necessary.	Included for NetApp hardware and software purchased.
Software Support Plan	See the “Software Support Plan” product description.	Included for NetApp software purchased.
System Health Check	At customer’s request, NetApp will perform a health check to assess the system and provide specific recommendations on the health of the system, including identifying risk signatures, availability, and usage.	Included for purchased NetApp hardware and software systems under this offering. ⁹
Installation of Remedial Software Updates	NetApp may send an authorized service engineer to assist with installation of NetApp software updates.	Included for purchased NetApp hardware and software under this offering. ¹⁰
Extended Warranty Hardware Support	See the “Warranty/Extended Warranty Hardware” product description.	Included for NetApp hardware purchased. Included when SupportEdge Secure for Government: Onsite is purchased after the original warranty period.

8. Time to install part will vary by part complexity and access to equipment and/or parts and possible other security requirements.

9. Due to the varying nature of secure customers, there may be limitations on the frequency and ability to perform the health check and tools that are used for the health check.

10. Customer is responsible for installing all software on NetApp equipment. This feature is limited to system software for which software is identified as the remedy for a material issue on the system.