Multivendor Support Service for Converged Infrastructure

Multivendor Support Service is available for purchase on the following NetApp® products:

- NetApp hardware
  - During the original hardware warranty period when SupportEdge Premium or SupportEdge Secure for Government is purchased
  - Upon expiration of the original hardware warranty period, with the purchase of Extended Warranty Hardware Support in conjunction with SupportEdge Premium or SupportEdge Secure for Government
- Eligible NetApp software (including related firmware and operating system, if applicable)
- NetApp products and specified third-party products that conform to a NetApp solution architecture/specification[3]

Service Details

The NetApp Multivendor Support Service supplements the SupportEdge Premium and the SupportEdge Secure for Government technical support entitlement for a NetApp solution. The service provides technical support working with NetApp technology partners to resolve third-party product issues or interactions for the NetApp solution.

The following chart lists the features of the NetApp Multivendor Support Service, provided under NetApp's Support Services terms.[1]

SUPPORT PRODUCT FEATURE	DESCRIPTION	ENTITLEMENT DETAILS
Customer identification	NetApp Technical Support Center uses multivendor support to identify a customer request as part of a multivendor solution. This provides operational traceability to track and manage customer identification associated with multivendor solutions.	Included for NetApp hardware and software purchased as part of a NetApp solution. Initial technical response objective is based on the priority level defined and in force for the system under SupportEdge Premium contract.[2]

1. The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. Support Services terms, which are 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. All third-party products that compose individual components of the NetApp solution must have the proper third-party entitlement in force to receive NetApp service. A customer may be requested by NetApp to provide valid third-party product credentials upon engagement.
3. The NetApp Converged Infrastructure Solutions for FlexPod® are available at www.netapp.com/us/solutions/flexpod/index.aspx.