Multivendor Support Service for NetApp Private Storage for Cloud

Multivendor Support Service for NetApp Private Storage for Cloud is available for purchase for 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 with SupportEdge Premium
- Eligible NetApp software (including related firmware and operating system, if applicable)
- NetApp products and specified third-party products that conform to a NetApp Private Storage (NPS) solution architecture/specification

Service Details

The NetApp Multivendor Support Service for NetApp Private Storage for Cloud supplements the SupportEdge Premium and the SupportEdge Secure for Government technical support entitlement for a NetApp solution. The service provides solution identification used by technical support.

The following chart lists the features of the NetApp Multivendor Support Service for NetApp Private Storage for Cloud provided under NetApp 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 capability enables traceable tracking and managing of the customer identification associated with multivendor solutions.	Included with NetApp hardware and software purchased as part of a NetApp solution. The initial technical response objective is based on the priority level defined and in force for the system under the 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 comprise individual components of the NetApp solution must have the proper third-party entitlement in force to receive NetApp service. A customer might be requested by NetApp to provide valid third-party product credentials upon engagement.