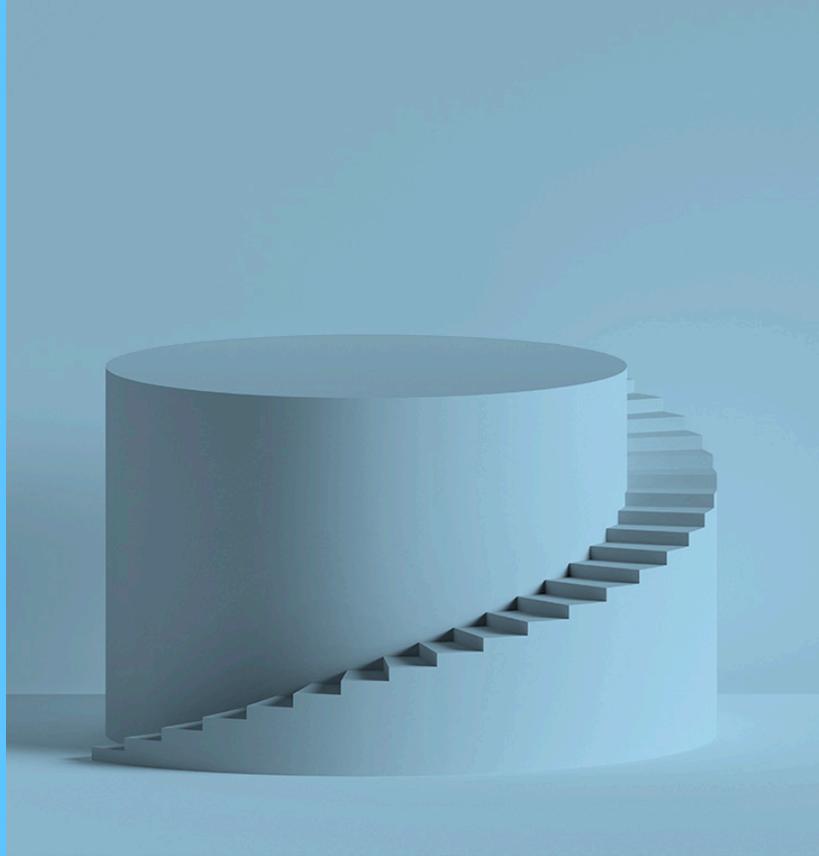


SERVICE DESCRIPTION

SupportEdge Secure for Government: Onsite



 **NetApp**

 **NetApp**

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 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)	<p>NetApp provides an SCIF to meet customer security requirements.</p> <p>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.</p>	Included for NetApp hardware and software purchased.
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.

Support feature	Description	Entitlement details for SupportEdge Secure for Government: Onsite
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: Next business day • Priority 4: Next business day
Replacement Parts Delivery Target Response Objective	NetApp delivers replacement parts within the target response objective.	<p>Next business day; option to upgrade to 2 or 4 hour delivery.^{5,6,7}</p> <p>Note: Replacement parts will be shipped to customer locations for next local business day arrival. Local shipment cutoff times, customs, or other logistics factors such as size and weight may affect target response objective.</p>

1. The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. Support Services terms, available at <https://www.netapp.com/how-to-buy/sales-terms-and-conditions/> ("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.
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. NetApp is committed to use all commercially reasonable efforts to provide a workaround and/or restore normal operations as quickly as possible and issues will be evaluated for immediate work based on business impact. Issues with low impact will be worked during NetApp regional business hours. High-impact issues will require active customer engagement to be worked outside regional business hours.
 - **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. Time to install part will vary by part complexity and access to equipment. 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 are other preferences that can be set either by NetApp or the customer and changed to accommodate requirements. One preference is an option to consolidate delivery of disk drives to normal business hours next business day. Details are in the [NetApp Support site](#) guides.

