

EMC PREMIUM SUPPORT

The following chart lists the service features of Premium Support provided under EMC's warranty and/or maintenance terms.

Premium Support is available as to:

1. EMC® Equipment which is identified on the [EMC Product Warranty and Maintenance Table](#) as

- including Premium Support during the applicable warranty period; or
- eligible for upgrade to Premium Support during the applicable warranty period; or
- eligible for Premium Support during a subsequent maintenance period

2. EMC Software which is identified on the EMC Product Warranty and Maintenance Table as eligible for Premium Support during a maintenance period

SERVICE FEATURE	DESCRIPTION	PREMIUM SUPPORT—COVERAGE DETAILS
REMOTE TECHNICAL SUPPORT	<p>Customer may contact EMC by telephone or web interface on a 7X24 basis to report an Equipment or Software problem and provide input for initial assessment of Severity Level*.</p> <p>EMC provides (i) a technical response by remote means based on the Severity Level of the problem; or, (ii) when deemed necessary by EMC, Onsite Support as described below.</p>	<p>Included.</p> <p>Initial technical response objective, based upon Severity Level, within the following time period after receipt of Customer contact:</p> <p>Severity Level 1: 30 minutes; on a 7X24 basis</p> <p>Severity Level 2: 2 hours; on a 7X24 basis</p> <p>Severity Level 3: 3 local business hours</p> <p>Severity Level 4: 8 local business hours</p>
ONSITE SUPPORT	<p>EMC sends authorized personnel to installation site to work on the problem after EMC has isolated the problem and deemed Onsite Support necessary.</p>	<p>Included for Equipment only.</p> <p>Initial Onsite Support response objective is based on Severity Level, within the following time period after EMC deems Onsite Support is necessary.</p> <p>Severity Level 1: 4 hours on a 7X24 basis</p> <p>Severity Level 2: Same day on a 7X24 basis</p> <p>Severity Level 3: Next business day, local business hours</p> <p>Severity Level 4: Next business day, local business hours</p> <p>Onsite Support does not apply to Software, but may be separately purchased.</p>
REPLACEMENT PARTS	<p>EMC provides replacement parts when deemed necessary by EMC.</p>	<p>Included.</p> <p>Replacement part delivery objective is based upon Severity Level, within the following time period after EMC deems a replacement part is necessary:</p> <p>Severity Level 1: 4 hours on a 7X24 basis</p> <p>Severity Level 2: Same day on a 7X24 basis</p> <p>Severity Level 3: Next business day, local business hours</p> <p>Severity Level 4: Next business day, local business hours</p>

		<p>Local country shipment cut-off times may impact the same day/next local business day delivery of replacement parts and the related Onsite Support.</p> <p>Installation of all replacement parts performed by EMC as part of Onsite Support, but Customer has option to perform installation of Customer Replaceable Units (CRUs).</p> <p>See EMC Product Warranty and Maintenance Table for listing of parts designated as CRUs for specific Equipment.</p> <p>If EMC installs the replacement part, EMC will arrange for its return to an EMC facility. If Customer installs the CRU, Customer is responsible for returning the replaced CRU to a facility designated by EMC.</p>
SOFTWARE RELEASES	EMC provides the rights to new releases as made generally available by EMC.	<p>Included.</p> <p>Customer will perform the installation of new releases of Software, unless otherwise deemed necessary by EMC.</p> <p>EMC will perform the installation of new releases of software which EMC determines is equipment operating environment software.</p>
SECURE REMOTE SUPPORT (“CONNECT HOME”)	<p>Certain EMC products will automatically and independently contact EMC to provide input to assist EMC in problem determination.</p> <p>EMC will remotely access products if necessary for additional diagnostics and to provide remote technical support.</p>	<p>Included for products which have remote monitoring tools and technology available from EMC.</p> <p>Once EMC is notified of a problem, the same response objectives for Remote Technical support and Onsite Support will apply as previously described.</p>
ACCESS TO WEB-BASED CUSTOMER SUPPORT TOOLS	Customers who have properly registered have access on a 7X24 basis to EMC’s web-based knowledge and self-help customer support tools via the EMC Powerlink® website.	Included.

*Severity Levels:

- **Severity 1–Critical:** a severe problem preventing customer or workgroup from performing critical business functions.
- **Severity 2–High:** the customer or workgroup able to perform job function, but performance of job function degraded or severely limited.
- **Severity 3–Medium:** the customer or workgroup performance of job function is largely unaffected.
- **Severity 4–Request:** minimal system impact; includes feature requests and other non-critical questions.

The warranty periods and support options (“EMC Support Information”) on this website apply (i) only between EMC and those organizations that procure the applicable products and/or maintenance under a contract directly with EMC (the “EMC Customer”); and (ii) only to those products or support options ordered by the EMC Customer at the time that the EMC Support Information is current. EMC may change the EMC Support Information at any time. The EMC Customer will be notified of any change in the EMC Support Information in the manner stated in the then current product ordering and/or maintenance related agreement between EMC and the EMC Customer, but any such change shall not apply to products or support options ordered by the EMC Customer prior to the date of such change.

EMC will have no obligation to provide Support Services with respect to Equipment that is outside the EMC Service Area. “EMC Service Area” means a location that is within (i) a one hundred (100) mile radius of an EMC service location; and (ii) the country in which the Installation Site is located, unless otherwise defined in your governing agreement with EMC, in which case the definition in the governing agreement prevails.

Products or services obtained from any EMC reseller are governed solely by the agreement between the purchaser and the reseller. That agreement may provide terms that are the same as the EMC Support Information on this website. The reseller may make arrangements with EMC to perform warranty and/or

maintenance services for the purchaser on behalf of the reseller. Please contact the reseller or the local EMC sales representative for additional information on EMC's performance of warranty and maintenance services on Products obtained from a reseller.

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