

SUPPORT PLANS

When you partner with DDN, you'll align with subject matter experts in at-scale and data-intensive environments, whose experience spans nearly two decades. Our team of highly trained technical support engineers, field engineers, and logistics professionals are committed to prompt resolution, without excuses – so you can get back to your business at hand. DDN offers plans designed to meet a range of support options based on differing requirements. For specific details, please refer to the Terms and Conditions of the DDN Support Contract.

	WARRANTY	CUSTOMER SELF-MAINTENANCE	CUSTOMER SELF-MAINTENANCE	DDN ONSITE SUPPORT	DDN ONSITE SUPPORT	DDN ONSITE SUPPORT
SUPPORT OPTION	Standard	Entry	Basic Parts Only	Basic	Premium	Mission Critical
PART NUMBER		SUP-ENPO-x	SUP-BSPO-x	SUP-BSOS-x	SUP-PROS-x	SUP-MCOS-x
TECHNICAL SUPPORT AVAILABILITY	12x7x365	24x7x365 via DDN Customer Support Community Portal only	24x7x365	24x7x365	24x7x365	24x7x365
SERVICE LEVEL OBJECTIVES (TO FIRST RESPONSE VIA DDN CUSTOMER SUPPORT COMMUNITY PORTAL ONLY)						
SEVERITY 1	24 Hours	12 Hours	4 Hours	4 Hours	1 Hour	30 Minutes
SEVERITY 2	48 Hours	16 Hours	8 Hours	8 Hours	3 Hours	1 Hour
SEVERITY 3	Commercially reasonable effort.	Commercially reasonable effort.	24 Hours	24 Hours	6 Hours	2 Hours
SEVERITY 4	Commercially reasonable effort.	Commercially reasonable effort.	48 Hours	48 Hours	24 Hours	4 Hours
PARTS ONSITE RESPONSE SLO STARTS AT DDN'S DETERMINATION OF NEED	DOA advance shipment for first 30 days after installation. Return to factory thereafter.	Parts ship Next Business Day; 2-5 business days, depending on location.	Next Business Day	Next Business Day	Next Business Day	4 Hours
ENGINEER ONSITE RESPONSE SLO STARTS AT DDN'S DETERMINATION OF NEED	Commercially reasonable effort. Time and materials charges apply.	Commercially reasonable effort. Time and materials charges apply.	Commercially reasonable effort. Time and materials charges apply.	Customer replaces CRUs; Next Business Day for FRUs.	Next Business Day	4 Hours
ONLINE TOOLS	Access to DDN's Customer Support Community Portal including knowledge base articles.	Access to DDN's Customer Support Community Portal including knowledge base articles.	Access to DDN's Customer Support Community Portal, including knowledge base articles.	Access to DDN's Customer Support Community Portal, including knowledge base articles.	Access to DDN's Customer Support Community Portal, including knowledge base articles.	Access to DDN's Customer Support Community Portal, including knowledge base articles.
REMOTE SOFTWARE/ FIRMWARE UPGRADES	DDN-defined mandatory upgrades only - customer installed.	DDN-defined mandatory upgrades only - customer installed.	DDN-defined mandatory upgrades only - customer installed.	All upgrades - customer Installed.	All upgrades - either customer installed or DDN installed remotely.	All upgrades - either customer installed or DDN installed remotely.
HEALTH ASSESSMENT	None included but available for additional fee.	None included but available for additional fee.	None included but available for additional fee.	Includes one annual health assessment at the customer's request.	Includes one annual health assessment at the customer's request.	Includes one scheduled annual health assessment.
CONSUMABLES INCLUDED	No	No	No	No	Yes	Yes
SSD REPLACEMENT AFTER DRIVE EXPIRATION	No	No	No	No	No	No
NON-RETURNABLE DISK OPTION	Yes, with additional charge.	Yes, with additional charge.	Yes, with additional charge.	Yes, with additional charge.	Yes, with additional charge.	Yes, with additional charge.

ENTRY SELF-MAINTENANCE

PARTS REPLACEMENT FOR SELF-MAINTAINED ENVIRONMENTS

DDN's Entry Self-Maintenance Program enables customers to leverage DDN's technical and logistics resources while performing their own maintenance and repair functions.

Entry Self-Maintenance is designed for non-critical environments with a high level of technical expertise in storage and the bandwidth to perform all onsite support activities. DDN's online Technical Support partners with your onsite IT staff to ensure timely resolution of issues. You can reach the DDN Technical Support Team via the DDN Customer Support Portal.

When resolution requires the replacement of a component, DDN will ship the replacement part the next business day; arrival time is a function of location.

CUSTOMER SELF-MAINTENANCE	
SUPPORT OPTION	Entry
PART NUMBER	SUP-ENPO-x
TECHNICAL SUPPORT AVAILABILITY	24x7x365 via DDN Customer Support Community Portal only
SERVICE LEVEL OBJECTIVES (TO FIRST RESPONSE VIA DDN CUSTOMER SUPPORT COMMUNITY PORTAL ONLY)	
SEVERITY 1	12 Hours
SEVERITY 2	16 Hours
SEVERITY 3	Commercially reasonable effort.
SEVERITY 4	Commercially reasonable effort.
PARTS ONSITE RESPONSE SLO STARTS AT DDN'S DETERMINATION OF NEED	2-5 business days, depending on location.
ENGINEER ONSITE RESPONSE SLO STARTS AT DDN'S DETERMINATION OF NEED	Commercially reasonable effort. Time and materials charges apply.
ONLINE TOOLS	Access to DDN's Customer Support Community Portal including knowledge base articles.
REMOTE SOFTWARE/FIRMWARE UPGRADES	DDN-defined mandatory upgrades only - customer installed.
HEALTH ASSESSMENT	None included but available for additional fee.
CONSUMABLES INCLUDED	No
SSD REPLACEMENT AFTER DRIVE EXPIRATION	No
NON-RETURNABLE DISK OPTION	Yes, with additional charge.

HIGHLIGHTS

(CONTRACT TERMS AND CONDITIONS CONTAIN FURTHER DETAILS)

PART REPLACEMENTS PERFORMED BY YOUR OWN STAFF

DDN's Entry Self-Maintenance option provides you with world-class remote technical support, plus access to DDN's extensive logistics reach, while your internal resources perform both repair and maintenance engineering work, as well as component replacements.

LEVERAGE DDN PARTS DEPOTS, HUBS, AND LOGISTICS

DDN's stocking and logistics capabilities are available to you, providing critical replacement parts when and where required.

REMOTE RESPONSE TIMES

Our technical support agent will engage with your technical staff online in as little as 12 hours for high-severity incidents. Progress is reported as required on our Customer Support Community Portal for you to review and contact us through the portal if necessary.

8x7x365 ACCESS TO TECHNICAL SUPPORT

DDN front-line technical support engineers are standing by to respond to your issues.

* NOTE: Not all support levels are available in all locations, for all industries and for all customers. When support is required outside of a DDN-supported location, onsite response will be provided on a commercially reasonable effort basis. Failure Analysis/Root Cause Analysis not provided. SSDs that meet or exceed 100% of their lifetime consumption metrics as established by the original SSD manufacturer are not eligible for replacement under support agreements.

SLO is the time to Initial Technical Response. No implied or committed Time to Resolution. Communication via DDN Customer Support Community Portal. Spare parts onsite in 2-5 business days, depending on location; may be impacted by local holidays, import delays, and other situations outside of DDN's direct control. Parts onsite SLO begins at the time of DDN's determination of fault. Entry Self-Maintenance requires that the customer will replace/upgrade all hardware and software components.

BASIC SELF-MAINTENANCE

NEXT BUSINESS DAY PARTS REPLACEMENT FOR SELF-MAINTAINED ENVIRONMENTS

DDN's Basic Self-Maintenance program enables customers to leverage DDN's technical and logistics resources while performing their own maintenance and repair functions.

Basic Self-Maintenance Support is designed for non-critical environments with a high level of technical expertise in storage and the bandwidth to perform all onsite engineering support activities. DDN's online Technical Support partners with your onsite IT staff to ensure timely resolution of issues. You can reach DDN's Technical Support Team during normal business hours – local time – via the DDN Customer Support Portal.

When resolution requires the replacement of a component, DDN will ship the replacement part to arrive at your location the next business day after DDN has diagnosed the issue, so your staff can perform the repair function.

CUSTOMER SELF-MAINTENANCE	
SUPPORT OPTION	Basic Parts Only
PART NUMBER	SUP-BSPO-x
TECHNICAL SUPPORT AVAILABILITY	24x7x365
SERVICE LEVEL OBJECTIVES (TO FIRST RESPONSE VIA DDN CUSTOMER SUPPORT COMMUNITY PORTAL ONLY)	
SEVERITY 1	4 Hours
SEVERITY 2	8 Hours
SEVERITY 3	24 Hours
SEVERITY 4	48 Hours
PARTS ONSITE RESPONSE SLO STARTS AT DDN'S DETERMINATION OF NEED	Next Business Day
ENGINEER ONSITE RESPONSE SLO STARTS AT DDN'S DETERMINATION OF NEED	Commercially reasonable effort. Time and materials charges apply.
ONLINE TOOLS	Access to DDN's Customer Support Community Portal, including knowledge base articles.
REMOTE SOFTWARE/ FIRMWARE UPGRADES	DDN-defined mandatory upgrades only - customer installed.
HEALTH ASSESSMENT	None included but available for additional fee.
CONSUMABLES INCLUDED	No
SSD REPLACEMENT AFTER DRIVE EXPIRATION	No
NON-RETURNABLE DISK OPTION	Yes, with additional charge.

HIGHLIGHTS

(CONTRACT TERMS AND CONDITIONS CONTAIN FURTHER DETAILS)

PART REPLACEMENTS PERFORMED BY YOUR STAFF

DDN's Customer Self-Maintenance option provides you with world-class remote Technical Support, plus access to DDN's extensive logistics reach, while your internal resources perform both repair and maintenance engineering work, as well as component replacements.

LEVERAGE DDN PARTS DEPOTS, HUBS, AND LOGISTICS

DDN's stocking and logistics capabilities are available to you, providing critical replacement parts when and where required.

NEXT BUSINESS DAY (NBD) PARTS ONSITE

DDN delivers replacement parts to your location the Next Business Day after problem determination (NBD cutoff is 2PM local time).

REMOTE RESPONSE TIMES

Our technical support agent will engage with your technical staff online in as little as 4-hours for high-severity incidents. Progress is reported as required on our Support Portal for you to review and contact us through the portal if necessary.

24x7x365 ACCESS TO TECHNICAL SUPPORT

DDN Front Line Technical Support Engineers are standing by to respond to your issues.

* NOTE: Not all support levels are available in all locations, for all industries and for all customers. When support is required outside of a DDN supported location, onsite response will be provided on a commercially reasonable effort basis. Failure Analysis / Root Cause Analysis is not provided or only provided on a commercially reasonable effort basis if requested and approved. SSDs that meet or exceed 100% of their lifetime consumption metrics as established by the original SSD manufacturer are not eligible for replacement under support agreements.

SLO is the time to Initial Technical Response. No implied or committed Time to Resolution. Communication via Support Portal. NBD parts arrival subject to 2PM local cutoff time and may be impacted by local holidays, import delays and other situations outside of DDN's direct control. Parts onsite SLO begins at the time of DDN's determination of fault. CSS Basic requires that the customer will replace/upgrade all hardware and software components.

BASIC

NBD PARTS REPLACEMENT AND FRU ONSITE ENGINEER SUPPORT

DDN's onsite support offerings provide a variety of flexible, full-service options that allow you to choose the right level of support to meet your specific business requirements.

Basic Support is designed for storage environments that are non-critical and can tolerate longer SLOs. This offering blends the control of self-support for basic component replacements with the assurance that DDN will perform the more complex repairs.

DDN telephone and online technical support partners with your onsite technical resources to provide resolution of any equipment issues. DDN technical support engineers will walk you through the replacement of Customer Replaceable Units (CRUs) as needed. When the resolution requires more in-depth knowledge, DDN will dispatch a field engineer to perform the needed repair. The DDN Technical Support team is available 24x7x365.

DDN ONSITE SUPPORT	
SUPPORT OPTION	Basic
PART NUMBER	SUP-BSOS-x
TECHNICAL SUPPORT AVAILABILITY	24x7x365
SERVICE LEVEL OBJECTIVES (TO FIRST RESPONSE VIA DDN CUSTOMER SUPPORT COMMUNITY PORTAL ONLY)	
SEVERITY 1	4 Hours
SEVERITY 2	8 Hours
SEVERITY 3	24 Hours
SEVERITY 4	48 Hours
PARTS ONSITE RESPONSE SLO STARTS AT DDN'S DETERMINATION OF NEED	Next Business Day
ENGINEER ONSITE RESPONSE SLO STARTS AT DDN'S DETERMINATION OF NEED	Customer replaces CRUs; Next Business Day for FRUs.
ONLINE TOOLS	Access to DDN's Customer Support Community Portal, including knowledge base articles.
REMOTE SOFTWARE/ FIRMWARE UPGRADES	All upgrades - customer Installed.
HEALTH ASSESSMENT	Includes one annual health assessment at the customer's request.
CONSUMABLES INCLUDED	No
SSD REPLACEMENT AFTER DRIVE EXPIRATION	No
NON-RETURNABLE DISK OPTION	Yes, with additional charge.

HIGHLIGHTS

(CONTRACT TERMS AND CONDITIONS CONTAIN FURTHER DETAILS)

CRU REPLACEMENTS PERFORMED BY YOUR STAFF

The perfect blend of control and assurance for non-critical systems: your staff replaces Customer Replaceable Units (drives, fans, power supplies, and the like), while more complex component replacements are performed by DDN field engineers.

NEXT BUSINESS DAY (NBD) ONSITE*

DDN will deliver replacement parts and dispatch field engineers to your location as needed the Next Business Day after problem determination. (NBD cutoff is 2 pm customer local time zone.)

REMOTE RESPONSE TIMES

Our technical support agent will engage with your technical staff by telephone or online in as little as 4 hours for high severity incidents. Progress is reported as required (and at least every 48 hours) on our DDN Customer Support Community Portal for you to review and contact us through the portal if necessary.

12x7x365 ACCESS TO TECHNICAL SUPPORT

DDN front-line support engineers are available to respond to your issues.

* NOTE: Not all support levels are available in all locations, for all industries and for all customers. When support is required outside of a DDN-supported location, onsite response will be provided on a commercially reasonable effort basis. Failure Analysis/Root Cause Analysis not provided. Failure Analysis / Root Cause Analysis is not provided or only provided on a commercially reasonable effort basis if requested and approved. SSDs that meet or exceed 100% of their lifetime consumption metrics as established by the original SSD manufacturer are not eligible for replacement under support agreements.

SLO is the time to Initial Technical Response. No implied or committed Time to Resolution. Communication via DDN Customer Support Community Portal at least every 48 hours. NBD parts arrival subject to 2 pm local cutoff time and may be impacted by local holidays, import delays, and other situations outside of DDN's direct control. Parts and engineer onsite SLOs begin at the time of DDN's determination of fault. Basic Onsite requires that the Customer will replace Customer Replaceable Units (CRUs); DDN will replace Field Replaceable Units (FRUs). CRUs are generally - but not exclusively - drives, power supplies and fan.

PREMIUM

NBD PARTS REPLACEMENT AND ONSITE ENGINEER SUPPORT

DDN's onsite support offerings provide a variety of flexible, full-service options that allow you to choose the right level of support to meet your specific business requirements.

Premium Support is designed to meet the need for critical storage systems where Next Business Day parts and labor shipments meet your business needs and expectations.

DDN Technical Support is available 24x7x365. DDN will respond in 1 hour or less for high-severity issues.

Premium Support also includes DDN-installed software and firmware upgrades, as well as coverage for consumables such as battery-based components.

DDN ONSITE SUPPORT	
SUPPORT OPTION	Premium
PART NUMBER	SUP-PROS-x
TECHNICAL SUPPORT AVAILABILITY	24x7x365
SERVICE LEVEL OBJECTIVES (TO FIRST RESPONSE VIA DDN CUSTOMER SUPPORT COMMUNITY PORTAL ONLY)	
SEVERITY 1	1 Hour
SEVERITY 2	3 Hours
SEVERITY 3	6 Hours
SEVERITY 4	24 Hours
PARTS ONSITE RESPONSE SLO STARTS AT DDN'S DETERMINATION OF NEED	Next Business Day
ENGINEER ONSITE RESPONSE SLO STARTS AT DDN'S DETERMINATION OF NEED	Next Business Day
ONLINE TOOLS	Access to DDN's Customer Support Community Portal, including knowledge base articles.
REMOTE SOFTWARE/FIRMWARE UPGRADES	All upgrades - either customer installed or DDN installed remotely.
HEALTH ASSESSMENT	Includes one annual health assessment at the customer's request.
CONSUMABLES INCLUDED	Yes
SSD REPLACEMENT AFTER DRIVE EXPIRATION	No
NON-RETURNABLE DISK OPTION	Yes, with additional charge.

HIGHLIGHTS

(CONTRACT TERMS AND CONDITIONS CONTAIN FURTHER DETAILS)

PART REPLACEMENTS PERFORMED BY DDN FIELD ENGINEERS

World-class support means having the experts to deliver an end-to-end support solution. If onsite intervention is needed for a DDN product, we will dispatch one of our expert field engineers to your location by the Next Business Day (NBD) * with the necessary parts to restore the product to full operation.

LEVERAGE DDN PARTS DEPOTS, HUBS, AND LOGISTICS

DDN will deliver replacement parts and dispatch field engineers to your location as needed the Next Business Day after problem determination. (NBD cutoff is 2 pm customer local time zone.)

REMOTE RESPONSE TIMES

Our technical support agent will engage with your technical staff by telephone or online in as little as 1 hour for high-severity incidents. Progress is reported as required (at least every 48 hours) on our DDN Customer Support Community Portal, via email, or via phone for you to review.

NEXT BUSINESS DAY (NBD) PARTS ONSITE*

DDN delivers replacement parts to your location the Next Business Day after problem determination (NBD cut off is 2 pm local time).

12x7x365 ACCESS TO TECHNICAL SUPPORT

DDN front-line support engineers are available to respond to your issues.

* NOTE: Not all support levels are available in all locations, for all industries and for all customers. When support is required outside of a DDN-supported location, onsite response will be provided on a commercially reasonable effort basis. DDN will endeavor to provide Root Cause and Corrective Action within 30 days of resolution or receipt of failed component, whichever is later. SSDs that meet or exceed 100% of their lifetime consumption metrics as established by the original SSD manufacturer are not eligible for replacement under support agreements.

SLO is the time to Initial Technical Response. No implied or committed Time to Resolution. Communication via DDN Customer Support Community Portal, email, and phone. NBD parts arrival subject to 2 pm local cutoff time and may be impacted by local holidays, import delays, and other situations outside of DDN's direct control. Parts and engineer onsite SLOs begin at the time of DDN's determination of fault. Not all support levels available in all locations, for all industries, and for all customers.

MISSION CRITICAL

4-HOUR PARTS REPLACEMENT AND ONSITE ENGINEER SUPPORT

DDN's onsite support offerings provide a variety of flexible, full-service options that allow you to choose the right level of support to meet your specific business requirements. Rest assured, DDN technical support is available 24x7x365 and will respond in 30 minutes or less for high-severity issues. Mission-Critical customers receive guaranteed priority in elevating their case to next-level support experts, ensuring fastest time to resolution.

When required, a DDN field engineer will arrive onsite within 4 hours of problem determination. Mission-Critical support also includes DDN-installed software and firmware upgrades as needed, and coverage for consumables, such as battery-based components.

DDN ONSITE SUPPORT	
SUPPORT OPTION	Mission Critical
PART NUMBER	SUP-MCOS-x
TECHNICAL SUPPORT AVAILABILITY	24x7x365
SERVICE LEVEL OBJECTIVES (TO FIRST RESPONSE VIA DDN CUSTOMER SUPPORT COMMUNITY PORTAL ONLY)	
SEVERITY 1	30 Minutes
SEVERITY 2	1 Hour
SEVERITY 3	2 Hours
SEVERITY 4	4 Hours
PARTS ONSITE RESPONSE SLO STARTS AT DDN'S DETERMINATION OF NEED	4 Hours
ENGINEER ONSITE RESPONSE SLO STARTS AT DDN'S DETERMINATION OF NEED	4 Hours
ONLINE TOOLS	Access to DDN's Customer Support Community Portal, including knowledge base articles.
REMOTE SOFTWARE/FIRMWARE UPGRADES	All upgrades - either customer installed or DDN installed remotely.
HEALTH ASSESSMENT	Includes one scheduled annual health assessment.
CONSUMABLES INCLUDED	Yes
SSD REPLACEMENT AFTER DRIVE EXPIRATION	No
NON-RETURNABLE DISK OPTION	Yes, with additional charge.

HIGHLIGHTS

(CONTRACT TERMS AND CONDITIONS CONTAIN FURTHER DETAILS)

PART REPLACEMENTS PERFORMED BY DDN FIELD ENGINEERS

World-class support means having the experts deliver an end-to-end support solution. If onsite intervention is needed for a DDN product, we will dispatch one of our expert field engineers to your location within 4 hours of problem determination* with the necessary parts to restore the product to full operation.

LEVERAGE DDN PARTS DEPOTS, HUBS, AND LOGISTICS

DDN's stocking and logistics capabilities are available to you, providing critical replacement parts when and where required.

REMOTE RESPONSE TIMES

Our technical support agent will engage with your technical staff by telephone or online in as little as 30 minutes for high-severity incidents. Elevation at 90 minutes and 4 hours, if required. Progress is reported as required (at least every 48 hours) on our DDN Customer Support Community Portal, via email, or via phone for you to review.

4-HOUR PARTS ONSITE*

DDN delivers replacement parts to your location within 4 hours after problem determination.

12x7x365 ACCESS TO TECHNICAL SUPPORT

DDN front-line support engineers are available to respond to your issues.

* NOTE: Not all support levels are available in all locations, for all industries and for all customers. When support is required outside of a DDN-supported location, onsite response will be provided on a commercially reasonable effort basis. DDN will endeavor to provide Root Cause and Corrective Action within 30 days of resolution or receipt of failed component, whichever is later. SSDs that meet or exceed 100% of their lifetime consumption metrics as established by the original SSD manufacturer are not eligible for replacement under support agreements.

SLO is the time to Initial Technical Response. No implied or committed Time to Resolution. Communication via DDN Customer Support Community Portal, email, and phone. 4-hour onsite parts delivery may be impacted by local holidays, import delays and other situations outside of DDN's direct control. Parts and engineer onsite SLOs begin at the time of DDN's determination of fault. Not all support levels available in all locations, for all industries and for all customers. 4-hour onsite support requires the installation location to be within 100 miles of a DDN support stocking location and be within the national boundary of the stocking location.

ABOUT DDN[®]

DataDirect Networks (DDN) is the world's leading big data storage supplier to data-intensive, global organizations. DDN has designed, developed, deployed, and optimized systems, software, and solutions that enable enterprises, service providers, research facilities, and government agencies to generate more value and to accelerate time to insight from their data and information, on premise and in the cloud. For more information, visit our website www.ddn.com or call 1-800-837-2298.