

## Global Customer Support

Global Customer Support offers world-class capability that helps customers fully leverage their DDN investments. Available 24 hours a day, 365 days a year, our technical support staff and online tools provide next business day and four-hour on-site support plan options.

## Online Support Web Portal

We provide a wide variety of online support materials that will answer most questions. Through the Support Portal, customers have access to:

- System registration
- Support case creation, updates, and file uploads
- Access to software releases, updates, release notes, and service bulletins
- Access to white papers and knowledgebase documents

## Contact Customer Service

### Online Support Web Portal:

[www.ddn.com/support](http://www.ddn.com/support)

The Online Support Web Portal is the optimal method of contacting DDN Customer Services.

The portal allows for the quickest and most detailed case creation.

### Email:

VMstore - [support@tintri.com](mailto:support@tintri.com)

IntelliFlash - [support@tegile.com](mailto:support@tegile.com)

NexentaStor - [support@nexenta.com](mailto:support@nexenta.com)

## Escalation Procedure

Escalations are high-impact, high-visibility issues we classify as Severity 1 or Severity 2.

Customers in with an active support contract can request an escalation by calling 1-855-4-TINTRI (1-855-484-6874), option 2, or outside of North America, at the numbers to the right.

When requesting an escalation ask for the Support Duty Manager and a member of our support management team will respond, to provide the assistance you require.

## VMstore™ | IntelliFlash™ | NexentaStor™ | Support

IntelliFlash by DDN, Inc.'s products and services include hardware equipment ("Hardware") and software in any form ("Software") (each and collectively "Product" or "Products"), support services ("Support Services"), and professional services ("Professional Services") (each and collectively "Service" or "Services").

Tintri prioritizes all cases according to their impact on the customer and based on industry-standard definitions:

- Contact SLA measured to initial technical engagement.
- During troubleshooting, priority can be either upgraded or downgraded.

Severity	Definition	Response SLA	
		Gold	Platinum
Severity 1	Critical Impact: No access to data; data integrity at risk	2 Hours	30 Minutes
Severity 2	Major Impact: Partial or intermittent access to data; severely degraded performance; severe redundancy degradation	4 Hours	2 Hours
Severity 3	Moderate Impact: Operational with functional imitations; performance degraded due to break/fix issue	12 Hours	6 Hours
Severity 4	No Immediate Impact: Operational documentation and general questions/break/fix issue	48 Hours	24 Hours

## Phone

### VMStore

**North America**  
+1-855-484-6874

**Australia**  
1-800-793-385

**Belgium**  
+32-78480321

**China**  
400-120-3149

**Denmark**  
+45-69918109

**Finland**  
0800-915-908

**France**  
0805-080261

**Germany**  
0800-100-4715

**Hong Kong**  
800-906-185

**India**  
000-800-100-7094

**Ireland**  
1-800-904-123

**Israel**  
1-809-349-265

**Italy**  
+39-199241408

**Japan**  
0800-111-9510

**Kazakhstan**  
+8-800-333-4231

**Malaysia**  
1-800-814-478

**Netherlands**  
+31-858880300

**Norway**  
800-17-366

**Philippines**  
800-1-116-1204

**Portugal**  
800-180-113

**Russian Federation**  
+8-800-100-9431

**Singapore**  
800-130-2126

**South Africa**  
+27-875502285

**South Korea**  
003-0813-2776

**Spain**  
+34-518880087

**Sweden**  
+46-770791819

**Switzerland**  
0800-848-831

**Taiwan**  
00801-14-7056

**United Kingdom**  
0808-134-9912

### IntelliFlash

**North America**  
+1-855-483-4453

**Australia**  
1-800-937-949

**Belgium**  
0800-261-89

**Germany**  
0800-184-4300

**India**  
000-800-050 1527

**Netherlands**  
0800-022-7749

**Switzerland**  
0800-554-337

**United Kingdom**  
0808-234-2044

### NexentaStor

**North America**  
+1-877-700-3005

**France**  
+33 (800) 913459

**Japan**  
+81 (800) 100-0072

**Netherlands**  
+31 (800) 0200 733

**United Kingdom**  
+44 (800) 014-8436

## Support Plans

Support beyond the basic hardware warranty requires a support plan. The support levels allow customers to choose a plan that fits their specific requirements, IT needs, and business goals. Customers can easily adjust support levels as their business grows and evolves.

Plan	Hardware	Availability	Downloads
Gold	Next business day parts and labor on-site	24x365: Web, email, phone	All software releases and updates
Platinum	Within 4 hours, parts and labor on-site	24x365: Web, email, phone	All software releases and updates

Note: Hardware SLA calculation begins when the technical support team determines that part replacement is required. Cutoff is 3:00 PM Local time. Parts/Labor arrive before COB on the NBD.

## All Support Offerings

Support Offerings	Gold*	Platinum
<b>Customer Care</b>		
24x365 telephone and email assistance	✓	✓
Cloud-based intelligent analytics <sup>1</sup>	✓	✓
Remote Access	✓	✓
Proactive event notifications and case generation	✓	✓
<b>Hardware Replacement</b>		
Availability of replacement parts	Next business day	Four hour depot
Guided component replacement	✓	✓
4-hour onsite "Smart Hands" parts replacement	Not available	✓
<b>Software Updates</b>		
Access to all software updates (major, minor, and maintenance releases)	✓	✓
<b>Online Customer Community</b>		
Access to user and installation guides, knowledge base, communities, and other relevant documentation	✓	✓
<b>Communications and Training</b>		
Access to online customer community	✓	✓
"Tech Talk" customer webinars	✓	✓
Technical bulletins and service advisories	✓	✓
<b>Advanced Services</b>		
Access to dedicated Support Account Manager (SAM)	Fee-based service	✓
Quarterly system health checks	Fee-based service	✓
Quarterly account activity reviews	Fee-based service	✓
Quarterly account performance analysis	Fee-based service	✓
Quarterly environmental reviews	Fee-based service	✓