



THE AI DATA COMPANY

DDN 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 & Conditions of the DDN Support Contract.

DDN Support Plans

	WARRANTY	CUSTOMER SELF-MAINTENANCE	DDN ONSITE SUPPORT	DDN ONSITE SUPPORT
SUPPORT OPTION	STANDARD	BASIC PARTS ONLY	BASIC	PREMIUM
PART NUMBER		SUP-BSPO-x	SUP-BSOS-x	SUP-PROS-x
TECHNICAL SUPPORT AVAILABILITY	12x7x365	24x7x365	24x7x365	24x7x365
SERVICE LEVEL OBJECTIVES (TO FIRST RESPONSE VIA DDN CUSTOMER SUPPORT COMMUNITY PORTAL ONLY)				
SEVERITY 1	24 Hours	4 Hours	4 Hours	1 Hours
SEVERITY 2	48 Hours	8 Hours	8 Hours	3 Hours
SEVERITY 3	Commercially Reasonable Effort	24 Hours	24 Hours	6 Hours
SEVERITY 4	Commercially Reasonable Effort	48 Hours	48 Hours	24 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	Next Business Day	Next Business Day	Next Business Day
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	Customer replaces CRUs; Next Business Day for FRUs	Next Business Day
ONLINE TOOLS	Access to DDN's Customer Support Community Portal including knowledge based articles	Access to DDN's Customer Support Community Portal including knowledge based articles	Access to DDN's Customer Support Community Portal including knowledge based articles	Access to DDN's Customer Support Community Portal including knowledge based articles
REMOTE SOFTWARE/FIRMWARE UPGRADES	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
HEALTH ASSESSMENT	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
CONSUMABLES INCLUDED	No	No	No	Yes
SSD REPLACEMENT AFTER DRIVE EXPIRATION	No	No	No	No
NON-RETURNABLE DISK OPTION	Yes, with additional charge	Yes, with additional charge	Yes, with additional charge	Yes, with additional charge

HIGHLIGHTS

(Contract Terms & 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 & LOGISTICS

- » DDN's stocking and logistic 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.

CUSTOMER SELF-SUPPORT

Basic Self-Maintenance

NBD 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 based 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

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.

HIGHLIGHTS

(Contract Terms & 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) 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.

12x7x365 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.

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.

DDN ONSITE SUPPORT

Basic

NBD Parts Replacement & 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

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.

HIGHLIGHTS

(Contract Terms & Conditions Contain Further Details)

PART REPLACEMENT 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, & LOGISTICS

- » 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 by telephone or online in as little as 1 hour for highseverity 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 ACCES 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.

DDN ONSITE SUPPORT

Premium

NBD Parts Replacement & 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 Hours
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

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.