

EMC ENHANCED SUPPORT

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

Enhanced Support is available as to:

1. EMC Equipment (including its related Core Software) which is identified on the [EMC Product Warranty and Maintenance Table](#) as
 - including Enhanced Support during the applicable warranty period; or
 - eligible for upgrade to Enhanced Support during the applicable warranty period; or
 - eligible for Enhanced Support during a subsequent maintenance period.
2. EMC Software (other than Core Software) which is identified on the EMC Product Warranty and Maintenance Table as eligible for Enhanced Support during a maintenance period.

Service Feature	Description	Enhanced Support – Coverage Details
Remote Technical Support	Customer may contact EMC by telephone or web interface on a 7X24 basis to report an Equipment, Core Software, or other Software problem and provide input for initial assessment of Severity Level*. 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.	Included. Initial technical response objective, based upon Severity Level, within the following time period after receipt of Customer contact: Severity Level 1: 1 hour; on a 7X24 basis Severity Level 2: 3 hours; on a 7X24 basis Severity Level 3: 4 local business hours Severity Level 4: 10 local business hours
Onsite Support	EMC sends authorized personnel to installation site to work on the problem after EMC has isolated the problem and deemed onsite support necessary.	Included for Equipment and Core Software only. Onsite support response objective is next local business day, on a 5X9 basis, after EMC deems onsite support is necessary. Arrival of support personnel onsite is dependent upon onsite arrival of any necessary replacement parts. Onsite support does not apply to Software, but may be separately purchased.
Replacement Parts and Installation	EMC provides replacement parts when deemed necessary by EMC.	Included. Installation of Customer Replaceable Units (CRUs) performed by Customer. Refer to Product Maintenance table for listing of parts designated as CRUs. Installation of all other non-CRU parts performed by EMC. Replacement parts will be shipped to Customer for next local business day arrival. Local country shipment cut-off times may impact the no later than next local business day delivery of replacement parts and the related Onsite Support. 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.

Core Software (operating system) Releases and Installation	EMC provides new releases of Core Software as available.	Included. Customer will perform the installation of new releases of Core Software, unless deemed necessary by EMC.
EMC Software (Enterprise, Application, or Enhanced Feature Software, but excluding Core Software) Releases, and Installation	EMC provides new releases as available.	Included. Customer will perform installation unless otherwise deemed necessary by EMC.
Secure Remote Support (“Connect Home”)	Certain EMC products installed at Customer site will automatically and independently contact EMC to provide input to assist EMC in problem determination. EMC will remotely access products if necessary for additional diagnostics and to provide remote technical support.	Included for products which have remote monitoring tools and technology available from EMC. Once EMC is notified of a problem, the same response objectives for Remote Technical support and Onsite support will apply that would if Customer had called or e-mailed EMC.
Access to Web based customer support tools	Customers that have properly registered have access on a 7X24 basis to EMC’s web based customer support tools via EMC Powerlink website.	Included.

*Severity Levels:

- **Severity 1 – Critical:** Severe problem preventing customer or workgroup from performing critical business functions.
- **Severity 2 – High:** Customer or workgroup able to perform job function, but performance of job function degraded or severely limited.
- **Severity 3 – Medium:** 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.

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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