



EMC Extended Support

Protect your EMC software investment

EMC® Extended Support coverage protects your EMC software investment as it supports your upgrade and migration plans.

With Extended Support, you can continue to receive the product support you rely on—for as long as two years beyond the published End of Primary Support (EOPS) date—for specific versions of eligible EMC products. Use it to protect your EMC investment while gaining greater flexibility in upgrading your current products or adopting new product versions. While EMC recommends you upgrade to the latest versions and benefit from the new features in our products, we recognize that you may need additional time to plan and complete your upgrade. We offer Extended Support as a way to ensure coverage while you plan and execute your migration.

EMC products reach EOPS a minimum of 36 months following the date of the product's General Availability (GA). Once a product reaches EOPS, EMC Technical Support is no longer available under base support/maintenance agreements. Customers interested in uninterrupted support must upgrade to a current release or contract for EMC Extended Support. After a release reaches EOPS, you will need Extended Support to receive technical support for that release, even if you have an EMC maintenance/support agreement in place.

Extended Support coverage is an annual agreement that is available in six-month increments up to a maximum period of two years.

The program details change from the first year to the second, as follows:

- **First Year Extended Support** extends product support for up to one year beyond the published EOPS date. You receive all the benefits provided by your existing support option (i.e., Premium, Enhanced, or Basic), for all Severity 1 service requests including hot fixes for product defects if necessary. For all other Severity Level service requests, EMC provides support on a reasonable effort basis and hot fixes are not included.
- **Second Year Extended Support** extends product support for as much as a second year beyond the published EOPS date. During the second year, EMC provides the same coverage as the first year of Extended Support, however hot fixes are not included. You will receive technical support assistance on operation of EMC software as well as workarounds to product defects for Severity 1 service requests.

Recommendations for determining length of coverage

Because Extended Support cannot be transferred to currently supported product versions, or to other EMC software products, please carefully consider your organization's upgrade and migration plans before selecting an Extended Support coverage period.

If, for example, your company were to purchase twelve months of Extended Support on March 1 and later chose to migrate to the current version on November 30, the Extended Support coverage "balance" of December through February may not be transferred to the upgraded licenses.

Take advantage of Extended Support today

EMC Extended Support ensures your mission-critical software solution continues to receive the expert support you count on. With Extended Support in place, you can choose to upgrade or migrate to newer or different product versions at the time that's best for your organization.



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Take the next step

For more information about Extended Support and to inquire about availability for specific solutions and releases, please reference Powerlink, contact your EMC representative or EMC Velocity partner, or e-mail us at ServiceSupportRenewals@emc.com.