

# SUPPORT TERMS FOR EMC'S SALE OF ISILON PRODUCTS

## ISILON SUPPORT

A. The following chart details the support services available for EMC<sup>®</sup> Isilon<sup>®</sup> products.

Service Plan	Gold Support	Platinum Support	Secure Support
Support Hours	24x7	24x7	24x7
Advance Replacement	Next Business Day field replacement unit by onsite field engineer and next business day replacement for full nodes and switches by onsite field engineer	Four-hour field replacement unit by onsite field engineer and next business day replacement for full nodes and switches by onsite field engineer	Four-hour field replacement unit by onsite field engineer and next business day replacement for full nodes and switches by onsite field engineer
Maintenance Releases labeled as 1.0.1, 1.0.2, etc.	Yes, while Equipment is under service agreement	Yes, while Equipment is under service agreement	Yes, while Equipment is under service agreement
Software Releases labeled as 1.1, 1.2, etc.	Yes, while Equipment is under service agreement	Yes, while Equipment is under service agreement	Yes, while Equipment is under service agreement
Isilon Support Website Access	Yes	Yes	Yes
No Hardware Return (Drives, Memory)	Available (for an extra fee)	Available (for an extra fee)	Yes
Secure, Cleared Resource	Available (for an extra fee)	Available (for an extra fee)	Yes

- B. Isilon Support Website. EMC will arrange to issue Customer a unique username and password to access the Isilon Support Website. Customer will use the Website only for supporting its authorized use of the Isilon Equipment and Software and for logging a support case via Isilon's Web-enabled case management tool. Customer will maintain reasonable password security with respect to the username and password issued for the Website, and will immediately report to Isilon any breach of security. Isilon will have the right to terminate or suspend, in its discretion, Customer's access to the Website in the event of any security breach. All software that is available for download on the Website will be licensed to Customer in accordance with any license terms stated on the Website for the software, and the terms of the parties' license agreement for the Products. Customer acknowledges that EMC or its suppliers will be entitled to track usage and other statistics on the Website, which information may be used to improve services or otherwise for internal business without restriction.
- C. Return Materials Authorization ("RMA"). Prior to return, Isilon products must be pre-authorized by EMC with an RMA number marked on the outside of the package, and sent prepaid, insured, and packaged appropriately for safe shipment. Only packages with RMA numbers written on the outside of the shipping carton and/or the packing slips and shipping paperwork will be accepted. All other packages will be rejected. A replacement product or component will be shipped to the Customer following confirmation of the failure of the original Product or component within the timeframe specified on the above chart, in accordance with the applicable support option. Customer will return the failed Product or component under the RMA number upon receipt of the replacement unit(s).
- D. Training, installation, and professional services are not included in the above described support services and to the extent available; must be separately quoted and purchased.
- E. Severity Levels. EMC or its suppliers will assign a severity level for each technical problem based on Customer's description of the problem and EMC's usual categorization procedures. Severity Levels are defined at: <http://www.emc.com/collateral/hardware/warranty-maintenance/h4274-enhanced-support.pdf>.