



# EMC PREMIUM SUPPORT

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

Premium Support is available as to:

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

SERVICE FEATURE	DESCRIPTION	PREMIUM SUPPORT—COVERAGE DETAILS
<b>GLOBAL TECHNICAL SUPPORT</b>	<p>Customer may contact EMC by telephone or web interface on a 24x7 basis to report an Equipment or Software problem and provide input for initial assessment of Severity Level.</p> <p>EMC provides (i) a response by remote means based on the Severity Level of the problem; or, (ii) when deemed necessary by EMC, Onsite Response as described below.</p>	<p>Included.</p> <p>Initial response objective, based upon Severity Level, within the following time period after receipt of Customer contact:</p> <p>Severity Level 1: 30 minutes; on a 24x7 basis</p> <p>Severity Level 2: 2 hours; on a 24x7 basis</p> <p>Severity Level 3: 3 local business hours</p> <p>Severity Level 4: 8 local business hours</p>
<b>ONSITE RESPONSE</b>	<p>EMC sends authorized personnel to installation site to work on the problem after EMC has isolated the problem and deemed Onsite Response necessary.</p>	<p>Included for Equipment only.</p> <p>Initial Onsite Response objective is based on Severity Level, within the following time period after EMC deems Onsite Support is necessary.</p> <p>Severity Level 1: 4 hours on a 24x7 basis</p> <p>Severity Level 2: Within 12 hours on a 24x7 basis</p> <p>Severity Level 3: Next business day, local business hours</p> <p>Severity Level 4: Next business day, local business hours</p> <p>Onsite Response does not apply to Software, but may be separately purchased.</p>

<b>REPLACEMENT PARTS DELIVERY</b>	EMC provides replacement parts when deemed necessary by EMC.	<p>Included.</p> <p>Replacement part delivery objective is based upon Severity Level, within the following time period after EMC deems a replacement part is necessary:</p> <p>Severity Level 1: 4 hours on a 24x7 basis  Severity Level 2: Within 12 hours on a 24x7 basis  Severity Level 3: Next business day, local business hours  Severity Level 4: Next business day, local business hours</p> <p>Local country shipment cut-off times may impact the same day/next local business day delivery of replacement parts and the related Onsite Response.</p> <p>Installation of all replacement parts performed by EMC as part of Onsite Response, but Customer has option to perform installation of Customer Replaceable Units (CRUs).</p> <p>See <a href="#">EMC Product Warranty and Maintenance Table</a> for listing of parts designated as CRUs for specific Equipment.</p> <p>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.</p>
<b>RIGHTS TO NEW RELEASES OF SOFTWARE</b>	EMC provides the rights to new Software Releases as made generally available by EMC.	Included.
<b>INSTALLATION OF SOFTWARE RELEASES</b>	EMC will perform the installation of new Software Releases.	<p>Included for Software which EMC determines is Equipment operating environment Software and only when the associated Equipment into which the operating environment Software is being installed is covered by an EMC warranty or then current EMC maintenance contract.</p> <p>Customer will perform the installation of new Software Releases of Software (that is, Software not classified as Equipment operating environment Software), unless otherwise deemed necessary by EMC.</p>
<b>24X7 REMOTE MONITORING AND REPAIR</b>	<p>Certain EMC products will automatically and independently contact EMC to provide input to assist EMC in problem determination.</p> <p>EMC will remotely access products if necessary for additional diagnostics and to provide remote support.</p>	<p>Included for products that have remote monitoring tools and technology available from EMC.</p> <p>Once EMC is notified of a problem, the same response objectives for Global Technical Support and Onsite Response will apply as previously described.</p>

**24X7 ACCESS TO ONLINE SUPPORT TOOLS**

Customers who have properly registered have access on a 24x7 basis to EMC’s web-based knowledge and self-help customer support tools via the EMC Online Support site. Included.

**RENEWAL OF MAINTENANCE CONTRACT**

The following chart lists the additional service features included as part of a purchase of a renewal of an EMC Premium Support Option maintenance contract on or after May 31, 2018 for the eligible EMC Equipment identified on the [EMC Product Warranty and Maintenance Table](#), subject to the Customer activating and maintaining the currently supported version(s) of EMC Secure Remote Support (“ESRS”) software during the applicable renewal term. ESRS enablement is a prerequisite for these additional renewal service features.

SERVICE FEATURE	DESCRIPTION	PREMIUM SUPPORT—COVERAGE DETAILS
<b>ENVIRONMENTAL ASSESSMENT</b>	<ul style="list-style-type: none"> <li>• Verification of solid state drive (“SSD”) wear levels**</li> <li>• Validation of remote connectivity activation</li> <li>• Check for failed components in eligible Equipment.</li> <li>• Verification of operating environment Software against target code recommendations</li> <li>• Validation of disk drive and component firmware levels</li> <li>• Identification of field change orders, EMC technical advisories, and EMC security alerts that may impact the affected EMC Equipment</li> <li>• Summary of open service request</li> </ul>	<p>Included.</p> <p>Customer is eligible to request one (1) Environmental Assessment analysis per each twelve (12) month period during the applicable renewal term of a current Premium Support Option maintenance contract.</p>
<b>PROACTIVE SOLID STATE DRIVE REPLACEMENT</b>	<p>If the Endurance Level (as defined below) for any solid state drive reaches five percent (5%) or less (as determined by EMC) during a then current maintenance renewal term of a Premium Support Option maintenance contract, the Customer is eligible to receive a replacement solid state drive. Endurance Level means the average percentage of life span remaining on the eligible SSD.</p>	<p>Included.</p> <p>Response objective is based on the Replacement Parts Delivery and Onsite Response service features detailed above.</p>

\*Severity Levels:

- **Severity 1—Critical:** a severe problem preventing customer or workgroup from performing critical business functions.
- **Severity 2—High:** the customer or workgroup able to perform job function, but performance of job function degraded or severely limited.
- **Severity 3—Medium:** the customer or workgroup performance of job function is largely unaffected.
- **Severity 4—Request:** minimal system impact; includes feature requests and other non-critical questions.

\*\* Available for solid state drives in eligible Equipment that persistently store Customer data, including metadata, as determined by EMC.

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.

EMC will have no obligation to provide Support Services with respect to Equipment that is outside the EMC Service Area. “EMC Service Area” means a location that is within (i) one hundred (100) drivable miles of an EMC service location; and (ii) the same country as the EMC service location, unless otherwise defined in your governing agreement with EMC, in which case the definition in the governing agreement prevails.

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.

## CONTACT US

To learn more, contact your local representative or authorized reseller.



Copyright © 2008-2017 Dell Inc. or its subsidiaries. All Rights Reserved. Dell, EMC, and other trademarks are trademarks of Dell Inc. or its subsidiaries. Other trademarks may be the property of their respective owners. Published in the USA.. H4273.10

EMC Corporation believes the information in this document is accurate as of its publication date. The information is subject to change without notice.

Rev. June 12, 2017.