



Service Description

ProSupport and the Mission Critical Option

Introduction

EMC is pleased to provide ProSupport and the Mission Critical Option (the “**Service(s)**” or “**Support Services**”) in accordance with this Service Description (“**Service Description**”). Your quote from EMC (the “**Quote**”) will include the name of the Products, applicable Services and related options, if any. For additional assistance, or to request a copy of your governing agreement applicable to the Services (the “**Agreement**”), contact your EMC sales representative. For a copy of your agreement with your applicable EMC reseller, contact that reseller.

The Scope of This Service

The features of this Service include:

- Access on a 24x7 basis (including holidays)¹ to the EMC Customer Service and Support organization for troubleshooting assistance of Products as detailed in **Attachment A**.
- On-site dispatch of a technician and/or delivery of replacement parts to the Installation Site or other Customer business location approved by EMC as detailed in the Agreement (as necessary and according to the support option purchased) to address a Product problem. Refer to **Attachment A** for more details on severity levels and onsite service options.

In the event of a conflict between this document and an Attachment, the terms in the Attachment govern.

How to Contact EMC if You Require Service

Online, Chat, and Email Support: EMC website, chat, and email support available at <https://support.emc.com/>.

Telephone Support Requests: Available on a 24x7 basis (including holidays). Availability may differ outside of the United States and is limited to commercially reasonable efforts unless otherwise specified in the applicable Attachment. Visit <https://support.emc.com> for a list of applicable telephone numbers for your location.

Collaborative Assistance

If Customer opens a service request and EMC determines that the problem arises in connection with an eligible third-party vendor's products commonly utilized in conjunction with Products covered by a current EMC warranty or maintenance contract, EMC will endeavor to provide Collaborative Assistance under which EMC: (i) serves as a single point of contact until the problems are isolated; (ii) contacts the third-party vendor; (iii) provides problem documentation; and (iv) continues to monitor the problem and obtain status and resolution plans from the vendor (where reasonably possible).

To be eligible for Collaborative Assistance, Customer must have the appropriate active support agreements and entitlements directly with the respective third-party vendor and EMC or an authorized EMC reseller. Once isolated and reported, the third-party vendor is solely responsible to provide all support, technical and otherwise, in connection with resolution of the Customer's problem. **EMC IS NOT RESPONSIBLE FOR THE PERFORMANCE OF OTHER VENDORS' PRODUCTS OR SERVICES.** View current Collaborative Assistance partners at <https://support.emc.com/docu85596>. Please note that supported third-party products may change at any time without notice to Customer.

¹ Availability varies by country. Contact your sales representative for more information.

Attachment A ProSupport and the Mission Critical Option for EMC Products²

The following chart lists the service features of ProSupport provided under EMC's warranty and/or maintenance terms. ProSupport is available as to:

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

SERVICE FEATURE	DESCRIPTION	PROSUPPORT—COVERAGE DETAILS
GLOBAL TECHNICAL SUPPORT	<p>Customer contacts EMC by telephone or web interface on a 24x7 basis to report an Equipment or Software problem and provides input for initial assessment of Severity Level¹.</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: Severity Level 1: 1 hour; on a 24x7 basis Severity Level 2: 3 hours; on a 24x7 basis Severity Level 3: 4 local business hours</p>
ONSITE RESPONSE	<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 next local business day, on a 9x5 basis, after EMC deems Onsite Support is necessary.</p> <p>Onsite Response does not apply to Software, but may be separately purchased.</p>

² As used in this Attachment, "EMC Products", "Products", "Equipment" and "Software" means the EMC Equipment and Software identified on the [EMC Product Warranty and Maintenance Table](#).

REPLACEMENT PARTS DELIVERY	EMC provides replacement parts when deemed necessary by EMC.	<p>Included.</p> <p>Replacement part delivery objective is next local business day. Local country shipment cut-off times may impact next local business day delivery of replacement parts and the related Onsite Response.</p> <p>Installation of Customer Replaceable Units (CRUs) is the responsibility of the Customer. Refer to the EMC Product Warranty and Maintenance Table for listing of parts designated as CRUs.</p> <p>Installation of all other non-CRU parts performed by EMC.</p> <p>If EMC installs the replacement part, EMC will arrange for its return to an EMC facility. If a Customer installs the CRU, the Customer is responsible for returning the replaced CRU to a facility designated by EMC.</p>
RIGHTS TO NEW RELEASES OF SOFTWARE	EMC provides the rights to new Software Releases as made generally available by EMC.	Included.
INSTALLATION OF NEW SOFTWARE RELEASES	EMC performs the installation of new Software Releases.	Not included. Customer performs the installation of new Software Releases (including Software that is not classified by EMC as Equipment operating environment Software as well as Software which EMC determines is Equipment operating environment Software).
24X7 REMOTE MONITORING AND REPAIR	<p>Certain Products will automatically and independently contact EMC to provide input to assist EMC in problem determination.</p> <p>EMC remotely accesses 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.

MISSION CRITICAL OPTION

The following chart lists the service features included under EMC's warranty and/or maintenance terms contingent on Customer separately purchasing the optional "Mission Critical" service with ProSupport. The optional "Mission Critical" service is available for:

- EMC Equipment which is identified on the [EMC Product Warranty and Maintenance Table](#) as:
 - including ProSupport Mission Critical during the applicable warranty period; or
 - eligible for upgrade to ProSupport Mission Critical during the applicable warranty period; or
 - eligible for ProSupport Mission Critical during a subsequent maintenance period.
- EMC Software which is identified on the [EMC Product Warranty and Maintenance Table](#) as eligible for ProSupport Mission Critical during a maintenance period.

If ProSupport with the optional "Mission Critical" service is purchased by Customer, the following service features of ProSupport are modified as follows:

SERVICE FEATURE	DESCRIPTION	PROSUPPORT WITH MISSION CRITICAL—COVERAGE DETAILS
GLOBAL TECHNICAL SUPPORT	<p>Customer contacts EMC by telephone or web interface on a 24x7 basis to report an Equipment or Software problem and provides 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>
ONSITE RESPONSE	<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>Onsite Response does not apply to Software, but may be separately purchased.</p>
REPLACEMENT PARTS DELIVERY	<p>EMC provides replacement parts when deemed necessary by EMC.</p>	<p>Included. 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</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>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). See EMC Product Warranty and Maintenance Table 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>

INSTALLATION OF NEW SOFTWARE RELEASES	EMC performs the installation of new Software Releases.	Included for Software which EMC determines is Equipment operating environment Software ³ 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.
		Customer performs the installation of new Software Releases of Software (that is, Software not classified as Equipment operating environment Software), unless otherwise deemed necessary by EMC.

RENEWAL OF MAINTENANCE CONTRACT

The following chart lists the additional service features included as part of a purchase of a renewal of a EMC ProSupport maintenance contract (with or without optional Mission Critical) on or after May 31, 2018 for the eligible Products 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	PROSUPPORT—COVERAGE DETAILS
ENVIRONMENTAL ASSESSMENT	<ul style="list-style-type: none"> • Verification of solid state drive (“SSD”) wear levels** • Validation of remote connectivity activation • Check for failed components in eligible Equipment. • Verification of Equipment operating environment Software against target code recommendations • Validation of disk drive and component firmware levels • Identification of field change orders (FCOs), technical advisories (ETAs), and security alerts (ETAs) that may impact the affected EMC Equipment • Summary of open service requests 	<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 ProSupport maintenance contract.</p>
PROACTIVE SOLID STATE DRIVE REPLACEMENT	<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 renewal term of a ProSupport 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 applicable Replacement Parts Delivery and Onsite Response service features detailed above.</p>

*Severity Levels:

- **Severity 1—Critical:** loss of ability to perform critical business functions and requires immediate response.
- **Severity 2—High:** able to perform business functions, but performance/capabilities are degraded or severely limited.
- **Severity 3—Medium/Low:** minimal or no business impact.

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

³ Customers requesting installation of new Software Releases for the Dell EMC VxRack SDDC system, including but not limited to VxRack SDDC Software versions posted on the Dell EMC Simple Support Matrix, may be required to purchase a separate services engagement from Dell EMC. Simple Support Matrix means a list of certified versions of software, firmware, and hardware for a specific release available at https://support.emc.com/products/42676_VxRack-SDDC

The warranty periods and support options (“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 Support Information is current. EMC may change the Support Information at any time. The EMC Customer will be notified of any change in the 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 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.

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