



## Service Description

### ProSupport Plus

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#### Introduction

EMC is pleased to provide ProSupport Plus (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)<sup>1</sup> to a senior level EMC technical support resource from 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 support option purchased) to address a Product problem. Refer to **Attachment A** for more details on severity levels and onsite service options.
- Access to a remote Technology Service Manager (TSM) as specified in **Attachment A**.

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 a Customer opens a service request and EMC determines that the problem arises 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 Customers.

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<sup>1</sup> Availability varies by country. Contact your sales representative for more information.

## Attachment A ProSupport Plus for EMC Products<sup>2</sup>

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

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

SERVICE FEATURE	DESCRIPTION	PROSUPPORT PLUS—COVERAGE DETAILS
<b>GLOBAL TECHNICAL SUPPORT</b>	<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<sup>2</sup>.</p> <p>EMC provides (i) a response by remote means using a senior level EMC technical support resource for troubleshooting assistance 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>
<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>Onsite Response does not apply to Software, but may be separately purchased.</p>

<sup>2</sup> 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](#).

<b>REPLACEMENT PARTS DELIVERY</b>	EMC provides replacement parts when deemed necessary by EMC.	<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  Severity Level 2: Within 12 hours on a 24x7 basis  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 <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 NEW SOFTWARE RELEASES</b>	EMC performs 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<sup>3</sup> is being installed is covered by an EMC warranty or then current EMC maintenance contract.</p> <p>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.</p>
<b>24X7 REMOTE MONITORING AND REPAIR</b>	<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</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</p>

<sup>3</sup> 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](https://support.emc.com/products/42676_VxRack-SDDC)

<b>24X7 ACCESS TO ONLINE SUPPORT TOOLS</b>	<p>to provide remote support.</p> <p>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.</p>	<p>will apply as previously described. Included.</p>
<b>TECHNOLOGY SERVICE MANAGER ("TSM")</b>	<p>The TSM provides the following Services to Customer by remote means (unless otherwise deemed necessary by EMC to provide onsite TSM support):</p> <ul style="list-style-type: none"> <li>• <u>Onboarding</u>: Onboarding assistance consisting of (i) verifying the accuracy of relevant Customer support information such as account name, business unit identification, address, authorized contacts and other basic onboarding and set-up details; and (ii) explaining how to contact EMC to open service requests.</li> <li>• <u>Service Report</u>: A report delivered MyService360® (or other Dell EMC designated website) detailing: <ul style="list-style-type: none"> <li>➤ Summary of open and closed service requests by month;</li> <li>➤ Verification of Equipment operating environment Software against target code recommendations; and</li> <li>➤ Contract status, including start/end dates and other basic contract details.</li> </ul> </li> <li>• <u>Service Review</u>: The TSM provides a service review of the details in the Service Report and such other topics mutually agreed upon by EMC and the Customer (if any) during Onboarding.</li> <li>• <u>System Maintenance</u>: The TSM assists Customer in coordinating the implementation of the EMC recommendations provided during the Service Review, including the following: <ul style="list-style-type: none"> <li>➤ Documenting the Customer's current Equipment operating environment Software version for the covered Product and identifying EMC's current target code version(s);</li> <li>➤ Identifying applicable Product notifications, including technical advisories (ETAs), field change orders (FCOs),</li> </ul> </li> </ul>	<p>Included on Products covered by a ProSupport Plus warranty or then current maintenance contract during EMC's normal local business hours which may vary by region and country, excluding EMC and local holidays. See additional Coverage Details below.</p> <p><u>Service Report</u>: Included on a monthly basis for Products that have EMC's currently supported and approved remote monitoring tools and technology activated and enabled.</p> <p><u>Service Review</u>: Included on a periodic basis, no more frequently than monthly, for Products that have EMC's currently supported and approved remote monitoring tools and technology activated and enabled. The Service Review is delivered by the remote TSM at a schedule to be mutually agreed upon with the Customer.</p> <p><u>System Maintenance</u>: Included at Customer's request no more than twice<sup>4</sup> per calendar year for Products that have EMC's currently supported and approved remote monitoring tools and technology activated and enabled.</p> <p>EMC is responsible for performing only the TSM activities and tasks expressly specified in this document. All other tasks, activities and services are out of scope.</p>

<sup>4</sup> For Dell EMC VxRack SDDC Products System Maintenance is included at no more than once per calendar year.

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security advisories (ESAs) and end of service life;

- Providing scheduling assistance for FCOs; and
  - Verifying ESRS remote connectivity status.
  - Escalation Support: Escalation support and coordination of technical, business and critical issues within EMC.
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## CUSTOMER RESPONSIBILITIES FOR TSM SERVICE FEATURE

EMC's provision of the TSM service feature detailed above is contingent upon the Customer fulfilling the following responsibilities:

- Making an appropriate system maintenance window(s) available for the TSM as deemed necessary by EMC.
- Ensuring that all environment, technical and operational requirements are met.
- Providing the TSM with timely access to (a) at least one technical contact with system administration responsibilities and appropriate system/information access privileges, and (b) applicable subject matter experts, systems and networks (including, without limitation, remote systems/ network access) as deemed necessary by EMC.
- Assuming all responsibility for network connectivity, performance, and configuration issues.
- Verifying that the Equipment location(s) is/are prepared prior to the commencement of ProSupport Plus.

## 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 Plus maintenance contract 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 PLUS—COVERAGE DETAILS
ENVIRONMENTAL ASSESSMENT	<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 Equipment operating environment Software against target code recommendations</li> <li>• Validation of disk drive and component firmware levels</li> <li>• Identification of field change orders, technical advisories, and security alerts that may impact the affected EMC Equipment</li> <li>• Summary of open service requests</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 ProSupport Plus 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 Plus 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.

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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