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
GLOBAL TECHNICAL SUPPORT	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*. 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.	Included. Initial response objective, based upon Severity Level, within the following time period after receipt of Customer contact: Severity Level 1: 30 minutes; on a 24x7 basis Severity Level 2: 2 hours; on a 24x7 basis Severity Level 3: 3 local business hours Severity Level 4: 8 local business hours
ONSITE RESPONSE	EMC sends authorized personnel to installation site to work on the problem after EMC has isolated the problem and deemed Onsite Response necessary.	Included for Equipment only. Initial Onsite Response objective is based on Severity Level, within the following time period after EMC deems Onsite Support is necessary. 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 Onsite Response does not apply to Software, but may be separately purchased.
REPLACEMENT PARTS DELIVERY	EMC provides replacement parts when deemed necessary by EMC.	Included. Replacement part delivery objective is based upon Severity Level, within the following time period after EMC deems a replacement part is necessary: 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

		Local country shipment cut-off times may impact the same day/next local business day delivery of replacement parts and the related Onsite Response. 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. 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.
RIGHTS TO NEW RELEASES OF SOFTWARE	EMC provides the rights to new Software Releases as made generally available by EMC.	Included.
INSTALLATION OF SOFTWARE RELEASES	EMC will perform the installation of new Software Releases.	Included for Software which EMC determines is Equipment operating environment Software. 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.
24x7 REMOTE MONITORING AND REPAIR	Certain EMC products will automatically and independently contact EMC to provide input to assist EMC in problem determination. EMC will remotely access products if necessary for additional diagnostics and to provide remote support.	Included for products which have remote monitoring tools and technology available from EMC. Once EMC is notified of a problem, the same response objectives for Global Technical Support and Onsite Response will apply as previously described.
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.

*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.

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) a one hundred (100) mile radius of an EMC service location; and (ii) the country in which the Installation Site is located, 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.

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