



# PRODUCT SUPPORT SERVICE SPECIFICATION

# ELITE SUPPORT

## FOR HARDWARE

This is not a marketing brochure; these are the terms and conditions for TekCare support.

## Support Services

### Offering description

Elite is a service offering that provides access to technical information and same-day, onsite support 24 hours a day, every day of the year (24 x 365) for issues related to StorageTek equipment. All equipment within a product line must be maintained with the same level service offering at a site location.

### Offering attributes

#### Customer Resource Center (24 x 7)

Elite customers have Internet access to StorageTek's Customer Resource Center (CRC) 24 hours a day, seven days a week (24 x 7). This allows viewing of technical information such as frequently asked questions, technical bulletins and online documentation. In addition, Elite customers have access to an engineering change database and the ability to download engineering change information as well as code fixes and patches. Elite customers must obtain a logon ID and password to access the CRC.

#### Telephone support (24 x 7)

Elite customers have 24 x 7 access to StorageTek technical resources in the event they are unable to resolve an issue on their own. The customer may call a StorageTek technical analyst who will assist the customer with problem isolation, technical questions or equipment operation.

#### Onsite service (24 x 365)

Elite customers are entitled to onsite service 24 hours a day, every day of the year (24 x 365), with a target response of two hours, if the site is within 50 miles of a StorageTek service facility. This means that after remote problem determination, a trained StorageTek customer engineer will be dispatched to the customer's premises on receipt of a call from the customer for assistance, unless the problem is resolved or the customer and StorageTek agree that no onsite service is required. Onsite service at a location more than 50 miles from a StorageTek service facility may be subject to a surcharge and arrival time will be on a commercially-reasonable basis.

### Spares support

The Elite offering includes the cost of all replacement parts required to correct a hardware problem. Spare parts are strategically located near most major metropolitan areas, which allows StorageTek to respond to equipment failures at the customer's site in a timely manner.

### Remedial maintenance

Elite customers are entitled to a complete problem investigation by StorageTek. Initial resolution activities will take place by telephone. If the problem cannot be resolved remotely by telephone, StorageTek will dispatch a technical representative to the customer's site, per the onsite response time guidelines, to take corrective action and restore the equipment to normal operation if possible.

### Engineering changes

Elite customers have access to information on engineering change notices (ECNs) via the Customer Resource Center. ECNs are generally equipment design modifications or microcode changes initiated to improve the functionality or operational performance of the equipment.

Upon notification of an ECN, the customer can elect to have StorageTek install the change on their equipment. StorageTek will work with the customer to schedule a time for the ECN installation between 8 a.m. and 5 p.m. local time, Monday through Friday.

### Preventive maintenance

Elite customers are entitled to preventive maintenance on equipment, if it is available. Preventative maintenance is proactive and routine maintenance. Under the Elite offering, preventive maintenance will be performed only between 8 a.m. and 5 p.m. local time, Monday through Friday, excluding nationally recognized holidays.

### Concurrent maintenance

Concurrent maintenance is remedial maintenance that can be performed nondisruptively, during normal equipment operation. Concurrent maintenance techniques are used by StorageTek whenever the necessary technology exists in the equipment to do so.

These are the stated Elite offering attributes unless your StorageTek agreement states otherwise.

**Specify code:** Elite

## Services not covered under Elite Support

### Installation

Equipment installation is not covered under the Elite offering. When requested, StorageTek may install equipment, charging customer a one-time installation fee dependent upon the product being installed. Installation services are performed between 8 a.m. and 5 p.m. local time, Monday through Friday, excluding nationally recognized holidays.

### Equipment upgrades

The installation of feature and model upgrades is not covered under the Elite offering. When requested, StorageTek may install feature or model upgrades, charging the customer a one-time installation fee for each unit upgrade. Equipment upgrades are performed between 8 a.m. and 5 p.m. local time, Monday through Friday, excluding nationally recognized holidays. Equipment feature and model upgrades must be purchased separately.

### Equipment relocation

Equipment relocation, either from site to site or within the same site, is not covered under the Elite offering. When requested, StorageTek may move or relocate equipment based on fixed-price quotation, or the then-current parts and labor rate with a two-hour mandatory minimum. Equipment relocation services are performed between 8 a.m. and 5 p.m. local time, Monday through Friday, excluding nationally recognized holidays. Major equipment moves and relocation services are available by price proposal and a service Statement of Work.

### Feature/function updates

Software updates that introduce new features or functions are not covered under the Elite offering.

### General exclusions\*

The following services are not included under the Elite offering and are billable on a parts and labor basis at StorageTek's then-current rates:

- All services performed by StorageTek beyond the scope of the previous descriptions
- Electrical work external to the equipment
- Service of any kind on equipment which has been altered or connected to another device without StorageTek's written consent
- Service on accessories, attachments, etc. that are added to or used with the equipment
- Repair of damage resulting from transportation by customer, accident, power failure or other casualty
- Repair of damage or malfunction caused by misuse of the equipment or negligence by customer or a third party, use of unauthorized supplies or consumables with the equipment, or the failure of customer to provide proper facilities and/or environmental controls for the equipment.

\* This list is a partial list of exclusions.



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### ABOUT STORAGETEK®

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