

# StorageTek® Product Support Service Specification – Interactive Support

## Global Support Services

### Offering description

Interactive is a remote service offering that provides access to technical information and support that allows Customers to operate and maintain equipment with minimal assistance from StorageTek. All equipment in a product line must be maintained with the same level service offering within a site location.

### Offering attributes

#### Customer Resource Center (24x7)

Interactive provides Internet access to StorageTek's Customer Resource Center (CRC), 24 hours a day, 7 days a week (24x7). This allows viewing of technical information such as frequently asked questions, technical bulletins, and online documentation. In addition, Interactive provides access to an engineering change database and the ability to download engineering change information as well as code fixes and patches. Interactive Customers must request a logon and password to access the CRC.

#### Telephone support (24x7)

Interactive Customers will have 24x7 access to StorageTek technical resources in the event they are not able to resolve an issue on their own. The Customer will call StorageTek where a technical analyst will assist the Customer with problem isolation, technical questions, or equipment operation.

#### 30-day repair/return

InteractiveRR with Repair and Return. Upon equipment failure, the defective unit or part is returned to StorageTek for repair. The item will be repaired or replaced (at StorageTek's discretion) and shipped to the Customer within thirty (30) days of receipt of the defective item by StorageTek. Customer pays freight in, StorageTek pays freight out.

#### Additional Coverage – InteractiveAE with Advanced Exchange shipment option

Where available, Customers who prefer not to wait up to thirty (30) days for repair of their defective unit or part may choose the Interactive Advanced Exchange shipment option. With this option, a replacement part or unit will be packaged for shipment as soon as StorageTek declares the Customer's unit defective. StorageTek will select a carrier and ship items requesting delivery next business day. Actual arrival time may vary based on time of day unit declared defective and Customer location. Outside the continental United States, contact the local StorageTek office for availability and delivery guidelines. Customers must return defective items to StorageTek within thirty (30) days from the date a part or unit is declared defective, or accept an invoice for the replacement part(s) at StorageTek's then current time and material part price.

***Advanced parts shipment is not part of the standard Interactive offering.***

### Engineering changes

Interactive Customers will have access to information on engineering change notices (ECNs) through the Customer Resource Center (CRC). ECNs are generally equipment design modifications and/or microcode changes initiated to improve functionality and/or operational performance of the equipment.

If the Interactive Customer wishes to install a hardware ECN, they contact StorageTek to request an ECN shipment. The Customer is responsible for installing the ECN. The Customer may request that StorageTek install the ECN. Installation will be performed on a commercially reasonable basis and the Customer billed at current StorageTek time and material rates with a two-hour mandatory minimum.

If a mandatory ECN deals with a health or safety issue, StorageTek will install the change free of charge.

**Specify code: [InteractiveRR](#), [InteractiveAE](#)**

### Not covered

#### Onsite service

Any onsite activity performed by StorageTek is not covered under the Interactive offering. If the Interactive Customer wishes to have StorageTek perform any onsite service, it will be performed on a commercially reasonable basis and billed at the then current time and material rate with a two-hour mandatory minimum unless otherwise provided in a service Statement of Work (SOW).

#### Installation

Equipment installation is not covered under the Interactive offering but is a separate billable service. When requested, StorageTek may elect to install equipment, charging a one-time installation fee dependent upon the product being installed. Installation services are performed between the hours of 8AM and 5PM local time, Monday through Friday, excluding nationally recognized holidays.

#### Equipment upgrades

The installation of equipment feature and model upgrades is not covered under the Interactive offering but is a separate billable service. When requested, StorageTek may install feature or model upgrades charging a one-time installation fee for each unit upgrade. Equipment upgrades are performed during the hours of 8AM to 5PM local time, Monday through Friday, excluding nationally recognized holidays. Equipment feature and model upgrades are purchased separately.



### Equipment relocation

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

### Feature/function updates:

Software/Microcode updates that introduce new features or functions are not covered under the Interactive offering. Feature/Function Updates must be purchased separately.

### General exclusions

The following services are not included in an Interactive Warranty Service or Maintenance Service and are billable on a time and material basis at StorageTek's then-current rates:

1. All services performed by StorageTek beyond the scope of the description above;
2. Electrical work external to the Equipment;
3. Service of any kind on Equipment which has been altered or connected to another device without StorageTek's written consent;
4. Service on accessories, attachments, etc. which are added to or used with the equipment;
5. Repair of damage resulting from transportation by Customer, accident, power failure or other casualty;
6. 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.

## Other terms

### Warranty service

StorageTek warrants that each product (except for used Equipment) will with normal use conform to its published specifications for the period specified in the Schedule and Customer's remedy for breach of Warranty is limited to repair or replacement (at StorageTek's option) of the nonconforming product.

Equipment feature and model upgrades are warranted for the unexpired Warranty period on the Equipment on which they were installed.

Equipment service requested by Customer and performed by StorageTek but which is outside the scope of Warranty shall be performed on a time-and-material basis at StorageTek's then-current rates. Customer agrees to pay such charges upon receipt of an invoice from StorageTek.

### Term of the schedule

The Warranty term and service level is specified in the Schedule. If the Warranty Uplift option is selected, Maintenance Service will commence upon the beginning of the Warranty period and shall remain in force as specified in the Schedule; otherwise Maintenance Service will commence upon the expiration of the applicable Warranty period, and unless otherwise specified in the Schedule, shall remain in force for at least one (1) year.

Customer may terminate Maintenance Service as of the end of the Term specified in the Schedule or any time thereafter by giving 90 days prior written notice to StorageTek. StorageTek may terminate Maintenance Service at any time by giving 6 months prior written notice to Customer.

StorageTek may decline to provide Warranty Service or Maintenance Service for Equipment relocated to an area not serviced by StorageTek or if such service becomes impractical because of alterations in the Equipment or its connection to unauthorized systems or devices.

### Charges

Periodic charges such as monthly charges and recurring license charges as specified on the Schedule will be invoiced in advance. After the first twelve (12) months, StorageTek may adjust periodic charges.

All services performed by StorageTek beyond the scope of Warranty Service or Maintenance Service described herein are billable on a time-and-material basis at StorageTek's then-current rates.

### Advance exchange shipment

Failure of Customer to surrender or return defective units or parts to StorageTek within the specified timeframe for exchange shall be invoiced at StorageTek's then-current time and material prices.



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