

Dell Technologies Cyber Recovery Guarantee Frequently Asked Questions

Cyber Recovery Guarantee

Dell provides assurance to assist in recovery of your data from ransomware and qualifying cyber events. Applies to PowerProtect DD9900, DD9400, DD6900 and DD6400. Requires minimum purchase of storage capacity, DD Retention Lock Compliance Edition software license, and services as indicated in the Terms and Conditions. Signed Terms and Conditions and other eligibility criteria apply. For more information contact your Dell sales representative.



How does the Cyber Recovery Guarantee work?

Cyber Recovery Guarantee is a multi-level, capacity-tiered guarantee that provides up to \$10 million – up to \$5 million for Production recovery and an additional up to \$5 million for Vault recovery – in reimbursement for qualifying recovery expenses to assist in recovery of your data from qualifying Cyber-Attack Incidents. To qualify, customers must purchase eligible products and services, and cooperate with periodic Health Checks and Health Check recommendations. Additional details are provided in the Cyber Recovery Guarantee Agreement, which must be reviewed and signed by customer with purchase.

What solutions are eligible for the Cyber Recovery Guarantee?

Cyber Recovery Guarantee is available with select, properly configured and supported PowerProtect systems that currently include PowerProtect DD9900, DD9400, DD6900 and DD6400, running PowerProtect DD software.

To be eligible for the guarantee, a customer must purchase a DD Retention Lock Compliance Edition software license, and services as indicated in the Terms and Conditions. Customer must have a minimum of 250TB of active tier storage capacity.

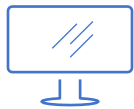
Eligible product and support requirements are subject to change. Full details are provided in the Cyber Recovery Guarantee Agreement, which must be reviewed and signed by customer with purchase.

What constitutes a qualifying Cyber Attack Incident?

A malicious cyber-attack from an external, unrelated source that compromises the integrity of an Immutable Copy or availability of an Immutable Copy. Additional details are provided in the Cyber Recovery Guarantee Agreement, which must be reviewed and signed by customer with purchase.

Are the Cyber Recovery Guarantee terms and conditions negotiable?

No. To be eligible for the guarantee, you must sign the Cyber Recovery Guarantee Agreement. This agreement contains the full terms and conditions of the guarantee and is non-negotiable.



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