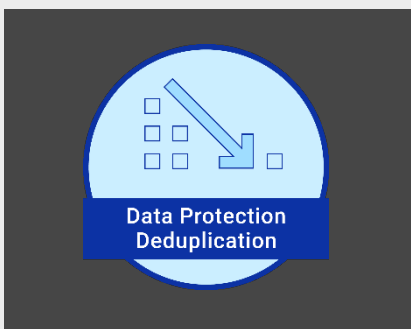


Dell Technologies Data Protection Deduplication Guarantee Frequently Asked Questions

Data Protection Deduplication Guarantee

Use recommended best practices from Dell Technologies to get your data reduction guaranteed for data protection appliances. Requires customer signature and purchase of services as indicated in the Terms and Conditions. Applicable products include Data Protection products only.



How does the Data Protection Deduplication Guarantee work?

The Data Protection Deduplication Guarantee states that specific Dell Data Protection solutions will provide a guaranteed deduplication compression ratio of actual data size or compressed data size. To qualify, customers must purchase eligible products and services. Additional details are provided in the Data Protection Deduplication Guarantee Agreement, which must be reviewed and signed by the customer with purchase.

What solutions are eligible for the Deduplication Guarantee?

The Deduplication Guarantee is available with select, properly configured and supported Dell Data Protection solutions that currently include PowerProtect Data Manager software writing to PowerProtect Data Domain, PowerProtect Data Manager Appliance and Avamar and NetWorker software writing to PowerProtect Data Domain.

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

Is the Deduplication Guarantee available through Dell partners?

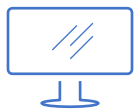
Yes. The end user will sign the associated Deduplication Guarantee Agreement.

What is the duration the Deduplication Guarantee?

The Deduplication Guarantee lasts for one year from the date of delivery of the eligible solution.

What if my eligible Dell Data Protection Solution fails to meet the guaranteed deduplication ratio?

Dell will have an opportunity to correct the non-compliance by tuning the system, providing additional equipment, reconfiguring the microcode or adding or changing other hardware or software components at their discretion. Additional details can be found in the Data Protection Deduplication Guarantee Agreement.



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