

EMC EXTENDED SUPPORT

Upon the expiration of the primary support period for a specific EMC software release or an EMC hardware model, EMC may, in its sole discretion, make Extended Support available to assist customers needing additional time to migrate to a currently supported software release or hardware model. The scope of Extended Support is described below. To determine if a specific EMC software release or an EMC hardware model is eligible for Extended Support, please reference support.emc.com > Support By Product > Select Product.

EXTENDED SUPPORT REQUIREMENTS

1. Extended Support is sold in six (6) month increments, is non-refundable, and must be paid in advance.
2. Customer must have a current EMC Support Option maintenance contract (i.e., Premium, Enhanced or Basic) in place for the specific EMC product as a prerequisite to the purchase of Extended Support.

SCOPE OF EXTENDED SUPPORT

Extended Support modifies the selected EMC Support Option maintenance contract as follows:

1. For eligible EMC hardware models:
 - a. Hardware replacement parts, when deemed necessary by EMC, will be shipped to customer for next local business day arrival. Local country shipment cut-off times may impact the later than next local business day delivery of replacement parts. During the Extended Support period, EMC installation of Customer Replacement Units (CRUs), if applicable, is subject to the terms and conditions specified in the selected Support Option maintenance contract for the eligible EMC product.
 - b. Hot fixes are not available as part of Extended Support for EMC hardware models and for the operating system/environment software, microcode and firmware which enables the eligible EMC hardware models to perform their basic functions.
2. For eligible EMC software releases (excluding the operating system/environment software, microcode and firmware required to enable the eligible EMC hardware models to perform its basic functions):
 - a. During the first year of Extended Support, EMC continues to provide the same support as is stated in the customer's selected Support Option maintenance contract, except that hot fixes for product defects are only available for Severity Level 1 service requests for specific software releases designated by EMC. For all other Severity Level service requests, EMC provides support only on a reasonable effort basis and hot fixes are not included. (Please refer to the EMC Support Options for Severity Level definitions.) To determine if a specific EMC software release includes hot fixes for Severity Level 1 service requests during the first year of Extended Support, please reference support.emc.com > Support By Product > Select Product.
 - b. During the second year of Extended Support, EMC provides the same coverage as the first year of Extended Support; however, hot fixes are not included.

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REDEFINE

HANDOUT

EMC²