

EMC EXTENDED SUPPORT

Upon the expiration of the primary support period for a specific release of a product, as shown on the chart found on Powerlink at Support > Interoperability and Product Lifecycle Information > Release and End of Life Dates, EMC may make available another type of maintenance offering, called Extended Support, to assist customers needing additional time to migrate to a currently supported release. To determine if a specific release of a product is eligible for Extended Support, please view the listing found on Powerlink at Support > Interoperability and Product Lifecycle Information > Release and End of Life Dates.

With Extended Support, customers can continue to receive EMC support on the eligible product release after the end of the primary support period.

Each customer must have a current Support Option maintenance contract (i.e., Premium, Enhanced or Basic) in place for the specified product as a prerequisite to the purchase of Extended Support for that product.

Extended Support is sold in six (6) month increments (up to a maximum period of two years), is non-refundable, and must be paid in advance.

Extended Support modifies the selected Support Option to the extent shown below.

1. During the first year of Extended Support, for Severity Level 1 service requests, EMC continues to provide the same support as is stated in the customer's selected Support Option (i.e., Premium, Enhanced or Basic), including hot fixes for product defects. However, for all other Severity Level service requests, EMC provides support only on a reasonable effort basis and hot fixes are not included.
2. 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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