



SERVICE DESCRIPTION: PREMIUM SERVICES

Quantum Advanced Support Team (AST) Subscription

Quantum[®]

Quantum Premium Services (AST)

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Model Numbers

| Model Number | Description |
|------------------------|-------------------------------------------------------------------------------------------------------------------------|
| WPRTS-SAST-NL10 | Quantum Premium Services, Premium Tech Support Services, Advanced Support Team, annual Subscription (NAM/LAM ONLY) |
| WPRTS-SAST-AP10 | Quantum Premium Services, Premium Tech Support Services, Advanced Support Team, annual Subscription (APAC ONLY) |
| WPRTS-SAST-EM10 | Quantum Premium Services, Premium Tech Support Services, Advanced Support Team, annual Subscription (EMEA ONLY) |

General Information

Quantum has introduced a line of Premium Services that are available to all customers with an existing maintenance contract (minimum NBD Gold). The standard maintenance contracts are required to purchase a Premium Service offering.

The Premium Services Include:

- 1. Advanced Support Team (AST)**
2. Dedicated Technical Support Engineer (DSE)
3. Customer Success Manager (CSM)

These Premium Services include, Quantum Advanced Support Team, this team will provide a higher level of service than is currently available with a standard maintenance contract.

The Advanced Support Team (AST) are available for Quantum customers that require immediate and direct access to a team of resources who will establish a relationship with them to understand their environment, provide issue resolution much faster and work proactively to ensure they are successful with Quantum products and services.

Scope of Service

1. Advanced Technical Support team – available during regional business hours
2. Advanced Support Team Case Responsibilities
3. Additional tasks of Advanced Support Team
4. Service Level Objectives

Premium Services of Advanced Support Team:

The Advanced Support Team Service offering provides the following support capabilities:

1. Advanced Technical Support Team

The AST are available during normal business hours in the primary region that the customer is located. Outside of normal business hours service cases can be opened and logged using the standard methods as detailed in the maintenance contract service descriptions. If the service cases are not closed by the outside of business hours technical support team, they will be assigned to the AST on the next business day.

The AST is made up of dedicated technical support resources who are experts on Quantum products and services and will assume service case ownership for any new or open cases for their customer. Service cases can be opened or created as documented in the standard maintenance contract Service Description.

Customers have the ability to fast track cases into the Advanced Support team that know their environment and bypass the standard tiered support model.

2. Advanced Support Team Case Responsibilities

The AST will know and understand the customer's environment and is aware of any issues relating to the customer environment and technology solutions.

The AST will work any open service cases that a customer has and will escalate if required for additional support from other Quantum teams.

The AST will assist with any deployment cases that the customer has and will also get involved as needed with more complex issues and or required engagements.

The AST will include resources that are trained and considered experts on Quantum products and issue resolution.

3. Additional Tasks of Advanced Support Team

In addition to the above listed responsibilities the AST will hold regular reviews with the customers. The AST will provide:

- a. Monthly review of service cases
- b. Quarterly quality assessment of the customers environment and usage of Quantum products
- c. Recommended training, certifications, and documentation to enhance customers capabilities and overall product knowledge
- d. Proactive consultations for any known product issues
- e. Proactive firmware or software rolls outs and upgrades (features, functionality, and fixes)
- f. The AST will check the system health and gather support data remotely prior to any upgrades and then assist the customer as required.
- g. Provide any support to on-site engineers for any activities (parts replacements, etc.) (on-site support is out of the scope of the Advanced Support Team)

Other Service offerings and capabilities that are not listed above (e.g., Professional Services) are out of scope for the Advanced Support Team and are available for customers to purchase via the normal Sales channels.

4. Service Level Objectives

Targeted service level objectives:

- a. Any open service case – 60 minutes (30 minutes for Sev 1)
- b. Any escalations required on open service cases – 30 minutes

SR Severity Definitions

| Severity Value | Severity Definition | Examples |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 0 – Not Determined | Default value used to quickly identify SR administrative problem | •None |
| 1 – Critical | Production use of the covered Quantum product is stopped or so severely impacted that critical business functions cannot be performed. | <ul style="list-style-type: none"> •Quantum product is 100% down •Quantum product problem is preventing the customer from accessing the system or their data (e.g., DXi Blockpool Verify operation, one or more StorNext filesystems not accessible, etc.) •Any data loss and/or data corruption |
| 2A – Downgraded from Critical | Work-around has been applied to a Critical SR such that the system and/or data is now available to the customer | <ul style="list-style-type: none"> •Re-booting a non-responsive product •Provided a temporary work-around that allows the customer to resume operations, even in a somewhat limited mode |
| 2 – Major | Quantum product is able to perform standard functions, but the product performance or functionality is severely degraded or limited. | <ul style="list-style-type: none"> •Quantum product GUI is not accurately reflecting status on key values that the customer uses to effectively manage their operations •A component failure that could result in a DUDL event if the redundant component fails (e.g., disk drive failure, redundant controller failure, redundant robot failure, etc.) |
| 3 – Minor | Quantum product is experiencing a minor loss of service, anomaly, or cosmetic defect that inflicts little or no business impact. Resolution may require a workaround or hardware/software upgrade to mitigate the problem. | <ul style="list-style-type: none"> •Non-critical component failure (e.g., single tape drive in a multi-drive library product) •Component expiration alert (e.g., battery) |

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