



ActiveScale™ Support Services

Support Highlights

- **Diagnosis and resolution** of issues involving product function, configuration and usability of hardware and software
- **Continuity of operations** defining service levels for contact response time and shipment of a hardware replacement
- **Services prioritized** to address business-impacting issues first. Expert support team focuses on minimizing production impact issues
- **24 x 7 global coverage** by phone and web with up to 30 minute response targets
- **Parts delivery** Next Business Day and 4-hour¹
- **On-site field technician** 4-hour option available⁴
- **No-return option** available as an option for data sensitive customers

ActiveScale Support Services offers comprehensive customer support services to ensure you get the most out of your ActiveScale products.

Support Options

- Priority handling based on business impact
- Covers all issues involving related system hardware
- Assistance in identifying application-specific issues
- Defined service levels for contact response time and shipment of replacement hardware and/or on-site field technician for replacement
- Enterprise level support, with select mission critical options

Support Benefits

Subscription is the most cost-effective way for businesses to ensure they have the most current releases of the latest technology.

- **Protects investment** by providing access to updates that provide enhancements, new platform certifications, and access to the latest defect and security fixes released during the subscription period
- **Lowers cost** through a variety of support options to simplify administration and contract terms

Warranty²

- Standard Limited Warranty: Hardware: 3 years; Software: 90 days
- Warranty issues may be reported from 5am – 5pm PT, Monday – Friday, excluding holidays
- Covers hardware repair due to defects in material or workmanship
- Customer support determines if hardware replacement is necessary

Support Services¹

Features	Basic Silver	Enterprise Gold	Mission Critical Platinum
Support Operations	24 × 7	24 × 7	24 × 7
Response Targets (severity 1)	1 hour	30 minutes	30 minutes
RMA/FRU Replacement	Next Business Day	4 hour ⁴	2 hour ⁴
On-site Field Technician for Hardware Replacement ⁵	No	Available for Purchase (4 hour with Gold Plus) ⁵	Available for Purchase (2 hour with Platinum Plus) ⁵
Access Options	Phone/Web	Phone/Web	Phone/Web
Response	Phone/email	Phone/email	Phone/email
Access to System Software Fixes and Updates ⁶	Yes	Yes	Yes
No-Return Option ⁷	Available for purchase	Available for purchase	Available for purchase
Hardware Service Terms ³	1, 3 & 5 yrs	1, 3 & 5 yrs	1, 3 & 5 yrs

¹ All product units purchased by a customer must be under the same purchased support level, and all upgrades and/or expanded capacity for a product unit must be under the same purchased support level. May require a lead time of up to 90 days to set up service. May not be available in all locations. Contact your Western Digital representative for availability of Next Business Day and Same Day parts replacement delivery services.

² Please see product warranty terms and conditions for details.

³ Support service commences on the date of shipment for hardware, and on the date of transmission for software.

⁴ RMA/FRU replacement service level time starts upon manufacturer determination that a FRU replacement is required. No-return options are available for Silver, Gold and Platinum customers as an additional option to be charged separately.

⁵ Gold Plus and Platinum Plus must be separately purchased in order to receive On-site Field Technician.

⁶ Provides bug fixes, patches, and software updates that are made generally available for no additional fee. Software features and options that are not included in Support for a Product (i.e., that Vendor does not make generally available for no additional fee) will be licensed separately from the supported Product and will require the purchase of a separate software support plan with additional fees.

⁷ Option only covers drives or flash and not other components of the system/platform. Available for purchase with Silver, Gold and Platinum options.

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