

DELL EMC EXTENDED SUPPORT

Upon the expiration of the primary support period for a specific EMC software release or a Dell EMC hardware model, Dell 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 Dell EMC software release or an Dell 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 Dell EMC Support Option maintenance contract (i.e., Premium, Enhanced or Basic) in place for the specific Dell EMC product as a prerequisite to the purchase of Extended Support.

SCOPE OF EXTENDED SUPPORT

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

1. For eligible Dell EMC hardware models:
 - a. Hardware replacement parts, when deemed necessary by Dell 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, Dell 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 Dell EMC product.
 - b. Hot fixes are not available as part of Extended Support for Dell EMC hardware models and for the operating system/environment software, microcode and firmware which enables the eligible Dell EMC hardware models to perform their basic functions.
2. For eligible Dell EMC software releases (excluding the operating system/environment software, microcode and firmware required to enable the eligible Dell EMC hardware models to perform its basic functions):
 - a. During the first year of Extended Support, Dell 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 Dell EMC. For all other Severity Level service requests, Dell EMC provides support only on a reasonable effort basis and hot fixes are not included. (Please refer to the Dell EMC Support Options for Severity Level definitions.) To determine if a specific Dell 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, Dell EMC provides the same coverage as the first year of Extended Support; however, hot fixes are not included.

CONTACT US

To learn more, contact your local representative or authorized reseller.



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