

EMC Product Maintenance

The table below sets forth (i) the maintenance service provided under EMC’s standard Continuous Coverage Preventive Maintenance (“CCPM”) agreement or other mutually acceptable, maintenance related agreement, and (ii) maintenance upgrade option(s), if any, for the following EMC® Equipment and its related Core Software:

Avamar® Data Store Products

Celerra® NS20 Series Products

CLARiiON® AX4 Series Products

CLARiiON CX300/300i, CX500/500i and CX700 Products

CLARiiON CX3 Series Products

EMC Smarts® Application Discovery Manager (“ADM”) Products

Service Level Description	Maintenance Service Features	Onsite Response	Replacement Parts and Installation	Removal of Replaced Parts and Return to EMC	Core Software Releases and Installation	Maintenance Upgrade Options
Enhanced	Features 1 through 5 below provided by EMC	Provided by EMC as described in Feature 1 below	Replacement parts, deemed necessary by EMC, provided by EMC with no later than next local business day delivery as described in Feature 1 below Installation of customer replaceable parts, as described in Feature 5 below, performed by Customer Installation of all other parts performed by EMC	Removal of customer replaceable parts performed by Customer with Customer to promptly return such replaced parts to EMC or be charged the applicable spare parts price Removal of all other parts performed by EMC with EMC responsible for the return of the replaced parts	As available from EMC and performed by Customer, unless otherwise deemed necessary by EMC	Yes, see Premium below
Premium (not available for Avamar Data Store Products)	Features 1 through 5 below provided by EMC	Provided by EMC as described in Feature 1 below	Replacement parts, when deemed necessary by EMC, provided by EMC within four (4) local business hours, time. Installation of customer replaceable parts performed by EMC, but customer has option to perform such installation Installation of all other parts performed by EMC	Removal of customer replaceable parts performed by Customer unless EMC has performed the removal pursuant to Customer request If Customer removes the parts, Customer is to promptly return such replaced parts to EMC or be charged the applicable spare parts price Removal of all other parts performed by EMC with EMC responsible for the return of the replaced parts	As available from EMC and performed by EMC	Not applicable

Features:

- 1 **Telephone Technical Support** - Customer contacts the EMC Call Center by telephone on a 7X24 basis, reports the issue, and provides input for initial assessment of severity level.

For Enhanced Service Level: EMC provides (i) a response by remote means on a within four (4) hours after receipt of such contact basis, and (ii) an onsite response only during local business hours on a local business day when deemed necessary by EMC. Arrival of repair personnel onsite is dependent upon onsite arrival of any necessary replacement parts. Onsite service is normally no later than the next local business day after determination by EMC that an onsite response is necessary, but local country shipment cut-off times may impact the no later than next local business day delivery of replacement parts and the related onsite repair personnel response.

For Premium Service Level: EMC provides (i) a response by remote means on a within two (2) hours after receipt of such contact basis, and (ii) when deemed necessary by EMC, an onsite response on a within four (4) hours after receipt of such contact basis.

- 2 Online Self-Help – If properly registered, Customer accesses online self-help on a 7x24 basis via EMC’s designated website (currently “PowerLink”).
- 3 Case Logging – Customer contacts the EMC Call Center by telephone, or by website or e-mail to log a case on a 7X24 basis. EMC provides a response in the same manner as stated above for Telephone Technical Support.
- 4 For EMC Smarts ADM Products and Avamar Data Store Products only - The Core Software Releases and Installation are included in/governed by the separately purchased Product Maintenance for the EMC Smarts Application Discovery Manager Software running on the EMC Smarts Application Discovery Manager Equipment or the Avamar Data Store Software running on the Avamar Data Store Equipment.
- 5 Customer Replaceable Parts – For the CLARiiON CX3 Series Products and Celerra NS20 Series Products, the customer replaceable parts are drives, fans, power supplies and small form-factor pluggable (“SFP”) transceiver modules. For the CLARiiON CX300/300i, CX500/500i and CX 700, the customer replaceable parts are drives. For the CLARiiON AX4 products, the customer replaceable parts are drives, Storage Processor Module, Link Control Card module, Memory Module, small form-factor pluggable (“SFP”), power supply, stand-by power supply, and Fibre Channel or iSCSI personality modules.

Maintenance Disclaimer

The maintenance coverage and service levels (“EMC Maintenance Information”) on this website apply (i) only between EMC and an organization that procures maintenance under a contract directly with EMC (the “EMC Customer”); and (ii) only to the service level ordered by the EMC Customer at the time that the EMC Maintenance Information is current. EMC may change the EMC Maintenance Information at any time. The EMC Customer will be notified of any change in the EMC Maintenance Information in the manner stated in the then current maintenance agreement between EMC and the EMC Customer, but any such change shall not apply to maintenance ordered by the EMC Customer prior to the date of such change.

NOTE: Certain products contain remote support capabilities that allow (i) direct contact with the EMC support center if the programming detects a performance anomaly, and (ii) EMC to obtain more information, conduct remote repairs and expedite problem resolution (collectively the “Connect-Home Feature”). If, during the applicable maintenance period, all or any portion of the “Connect-Home Feature” is disabled by or on behalf of the EMC Customer, then EMC shall invoice, and the EMC Customer shall pay, the amount of EMC’s then current, standard surcharge for such disablement for all impacted products during the affected portion of such period.

EMC², EMC, Avamar, Celerra, Centera, CentraStar, CLARiiON, Connectrix, Dantz, Documentum, Invista, Legato, Powerlink, Rainfinity, Smarts, Symmetrix, and where information lives are registered trademarks and EDM, NetWin, and Symmetrix DMX are trademarks of EMC Corporation. All other trademarks used herein are the property of their respective owners. © 2003, 2004, 2005, 2006, 2007, 2008 EMC Corporation. All rights reserved. Rev. January 8, 2008. H2195.4