

QuantaStor SDS Support

OSNEXUS support packages include platform upgrades, software maintenance packs and technical assistance from our in-house engineering team.

OSNEXUS support is bundled with each QuantaStor license (Standard, Enterprise or Cloud Edition). The Standard (Silver Support) and Enterprise (Gold and Platinum Support) licenses are offered for either a Subscription (1yr) or Perpetual (3yr) terms. The Cloud Edition license includes Platinum support for the month-to-month period of a QuantaStor CE appliance deployment.

The table below provides the description of the level of services provided with our Silver, Gold and Platinum support packages.

OS NEXUS Corporation Support Services Matrix			
Services	Silver	Gold	Platinum
Applicable License	QuantaStor SDS Standard Edition	QuantaStor SDS Enterprise Edition	QuantaStor SDS Enterprise / Cloud Edition
System Upgrades	Yes	Yes	Yes
Maintenance Packs	Yes	Yes	Yes
Installation Support	Yes	Yes	Yes
Email Support	(M-F) 9am - 6pm US Pacific Time	24/7	24/7
Phone Support	(M-F) 9am - 6pm US Pacific Time	24/7	24/7
Hotfixes	No	Yes	Yes
Number of Incidents Covered	10 per annum	Unlimited	Unlimited
Maximum Initial Response Time	1 Business Day	4 Hours	1 Hour

Notes:

- Gold & Platinum Support packages provide 24/7 support for business critical deployments which may also require advanced features such as HA, Scale-Out NAS and DR.
- Silver Support package is ideal for non-mission critical storage workloads such as archive/backup when 24/7 support is not required.



Initiating an OSNEXUS Support Ticket

Step 1: Report a problem to your OSNEXUS Reseller Partner

OSNEXUS Support works best when initiated through our Reseller Partners.

Our partners:

- Provide a single point of contact to help you manage a storage solution issue between hardware, networking and software vendors
- Are trained to respond to most QuantaStor support needs
- Know when to escalate a support ticket to OSNEXUS for Tier III support requirements

Contact information for OSNEXUS Reseller Partners is available here: <http://www.osnexus.com/partners>

Note: QuantaStor Cloud Edition license holders should initiate all support tickets via the reseller partner's 24/7 support and ticket escalation system. OSNEXUS can only respond to Cloud Edition support tickets that are initiated by a reseller partner.

Step 2: Escalate your problem directly to OSNEXUS

Outside of your Reseller's normal support service hours you can contact OSNEXUS Support directly:

- 24x7 phone: 1 (866) 219-1757
- e-mail: support@osnexus.com
- web: <http://www.osnexus.com/support/contact-support>

Note: Any Severity level 1 or 2 loss of service should be initiated via a call to the 24x7 phone number followed by an e-mail to OSNEXUS support with further details describing the incident.

To allow us to respond most effectively to your needs the following system details should be included in the information provided to OSNEXUS Support:

- Severity Level (see Appendix B)
- License Key Details:
 - 18-digit serial number
 - License owner
- Reseller partner name
- Hardware platform (SuperMicro, HP, Dell, etc) and configuration details (NIC, Disk Controller)
- Any changes made to the system or environment prior to the problem
- Screenshot or Steps to reproduce problem
- Send Log report and/or error message output
- A previously-assigned Support Ticket Number, if applicable
- Name and contact details for follow up by OSNEXUS support



Support Response Targets

To enhance our capabilities of providing highly-responsive support, OSNEXUS sets a severity level on each ticket logged into our system. We then use a combination of the Severity Level and your QuantaStor license to set the max initial response times to each new support ticket logged into our system:

OS NEXUS Corporation Response Targets				
License	Critical Severity 1	Major Severity 2	Minor Severity 3	Cosmetic / Info Request Severity 4
Platinum - Enterprise Edition	max 1 hour 24x 7	max 1 hour 24x7	max 4 hours 9x5 M-F	max 8 hours 9x5 M-F
Platinum - Cloud Edition	max 1 hour 24x 7	max 1 hour 24x7	max 4 hours 9x5 M-F	max 8 hours 9x5 M-F
Gold - Enterprise Edition	max 4 hour 24x 7	max 4 hour 24x 7	max 8 hours 9x5 M-F	max NBD 9x5 M-F
Silver - Standard Edition	max NBD 9x5 M-F	max NBD 9x5 M-F	max NBD 9x5 M-F	max NBD+1 9x5 M-F
Community Edition	n/a	n/a	n/a	n/a

NBD - Next Business Day

Note: Response times for QuantaStor Cloud Edition deployments refer to standard OSNEXUS Tier 3 Support Engineering escalation response times to partner reseller ticket escalations. Actual end-user support response targets for Cloud Edition appliance deployments may be higher or lower depending on the reseller.

APPENDIX A

Support Terms and Tiers

Support Terms

Hotfix means a patch or modification to the QuantaStor Software to correct or work around a behavior causing difficulty for a customer.

Upgrade means an update to the QuantaStor software that enhances functionality, adds new features or corrects errors. This includes minor and major updates.

Minor Update means a scheduled release or maintenance update of the QuantaStor Software that adds functionality enhancements or corrects errors. OSNEXUS makes minor update(s) available at no additional license fee, provided the end user is within the terms of their support contract.

Major Update means a new major or minor version of the QuantaStor Software that includes new features or major changes to the software. OSNEXUS makes major update(s) available at no additional license fee, provided the end user is within the terms of their support contract.

Support Package means the level of support purchased and includes Silver, Gold, and Platinum. Each level includes different entitlement rights.

Support Response Target means the time for initial response to a reported incident or customer request.

Case refers to a customer reported issue. A case is synonymous with support ticket or incident.

Case Severity defines the severity of the issue affecting a customer's system.

Case Status identifies the state of a case being worked between OSNEXUS and the customer and includes:

- *open*: a new case before initial response, or a case recently updated by the customer or their designated agent awaiting a response from OSNEXUS support.
- *pending*: a case that is marked pending is awaiting a response from a customer or designated agent working with the customer.
- *on-hold*: a case that is marked as on-hold is awaiting a response from a third party outside of OSNEXUS, third parties include: resellers, technology and alliance partners
- *solved*: a case that has had a successful resolution agreed upon by the customer or designated agent working with the customer. A solved case can be re-opened at any time if a customer so chooses.



Support Tiers

Tier 1 Support means the first level of support provided by OSNEXUS or a Designated Partner and includes:

- First contact, direct end user interaction
- Information collection and analysis of operating environments, software versions
- Assignment of severity codes as appropriate
- Case hand-off/escalation to Tier 2

Tier 2 Support means the second level of support provided by OSNEXUS or a Designated Partner and includes:

- Identification of whether the problem is known and has a known solution
- Troubleshooting, problem reproduction, and basic diagnostic procedures
- Problem report administration and tracking
- Working on the issue until resolution or further escalation
- If the problem is complex escalation to Tier 3 will take place.

Tier 3 Support means the third level of support provided by OSNEXUS and includes:

- Advanced Support for diagnostic and resolution of complex issues.
- If Tier 3 support is unable to resolve an issue, due to inability to reproduce the problem, or other cause, escalation to OSNEXUS Engineering will take place
- Escalation and communication agent with OSNEXUS Engineering

APPENDIX B

Severity Definitions

Severity 1 - Urgent / Critical Impact / System Down

A problem that severely impacts your use of the software in a production environment (such as loss of production data or in which your production systems are not functioning). The situation halts your business operations and no procedural workaround exists.

Critical production issue that severely impacts your use of the Storage Appliance. The situation halts your business operations and no procedural workaround exists.

- Severity 1 means the Storage Appliance or other mission critical software is down and no workaround is immediately available.
- All or a substantial portion of Customer's mission critical data associated with the Storage Appliance is unavailable or at a significant risk of loss.
- Customer is experiencing a substantial loss of service due to failure of the Storage Appliance.
- Business operations have been severely disrupted due to failure of the Storage Appliance.
- A critical documented feature / function is not available.

Severity 1 issues require the customer to have dedicated resources available to work on the issue on an ongoing basis with OSNEXUS.

Severity 2 - High / Significant Impact

Significant functionality is impacted or significant performance degradation is experienced. The situation is causing a high impact to portions of your business operations and no reasonable workaround exists.

- Storage Appliance is operational but is experiencing degraded performance to the point of major impact on usage.
- Important features of the Storage Appliance offering are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.
- Operations can continue in a restricted fashion, although long-term productivity might be adversely affected.
- A major milestone is at risk. Ongoing installations or deployments are affected.
- A temporary workaround is available.

Severity 3 - Medium / Minor Impact

There is a partial, non-critical loss of functionality of the Storage Appliance with a medium-to-low impact on your business, but your business continues to function. Short-term workaround is available, but not scalable.

- Impaired operations of some components, but allows the user to continue using the Storage Appliance.
- Customer can reasonably work around inconsistency or impairment.
- Time sensitive question or request.



Severity 4 - Low / Cosmetic Impact / Informational

Refers to general usage questions, cosmetic issues, errors in the documentation, feature suggestions and requests for information.

- There is low-to-no impact on your business or the performance or functionality of your system.
- Inquiry regarding a routine technical issue.
- Information requested on application capabilities, navigation, installation or configuration
- Minor Bug affecting a small number of users. Acceptable workaround available.
- Suggestions for future features or enhancements