



Dell AppAssure Customer Service & Maintenance Policy

Dell AppAssure understands the importance of your applications to the health of your business and we stand ready to deliver world-class customer service 24x7 365 days a year. We strive to provide prompt, reliable and friendly service either online or via a live call.

Software Customer Service Plans

Dell AppAssure is committed to providing the absolute best customer service in the industry. In backup & disaster recovery, application and server outages don't always conveniently occur during business hours or weekdays. That's why we offer live support 24x7x365. We're here when you need us. Choose from the following options below:

Platinum Service

- **After-hours service:** Outside the hours of 8am to 8pm (ET) on business days, support is provided via live answering service.
- **Emergencies:** 24x7x365 access to customer service engineers. Dell AppAssure will respond to all calls within 2 hours.
- **Non Emergency Weekend Support:** Dell AppAssure will respond to any tickets opened online within 24 hours.

Remote Deployment Service

The one-time deployment service assists customers with the initial installation and configuration of Dell AppAssure. The service is purchased in 4 hour increments and is performed by a deployment engineer via a remote session. Dell AppAssure can put you in touch with one of our certified partners for more comprehensive configuration and deployment services. Please contact Dell AppAssure sales for more details.

Contacting Customer Service

Platinum Customer Service: 24x7x365

Web: <http://support.appassure.com>

Phone: +1 (703) 480-0100

After-hours emergencies: Call 703-715-6012 for server failure emergencies outside normal business hours, including weekends and holidays. Be sure to provide your full contact details including name, company, location, phone and mobile number, and a description of your emergency.

When you contact Dell AppAssure Customer Service be prepared to provide the following:

- Name, company name, phone, and email address.
- Dell AppAssure software product(s): version and build numbers, stage of deployment.
- Operating environment, Windows version(s).
- Network environment.
- Issue description: area, symptoms, start/end date/time.
- Issue characteristics: frequency, trigger, extent, history.
- Impact assessment: current condition, functional impact, urgency.
- Error message(s).
- Steps taken to troubleshoot the case so far.

Dell AppAssure Customer Service Portal

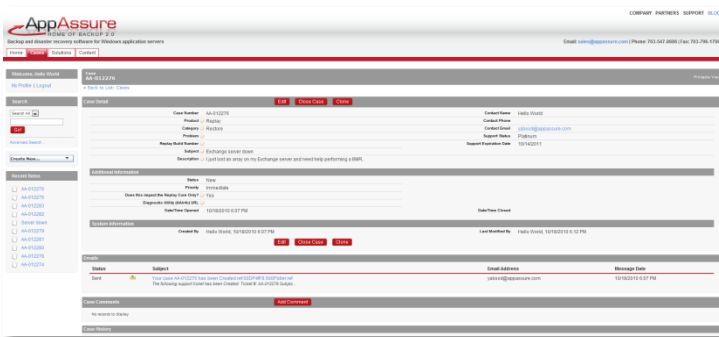
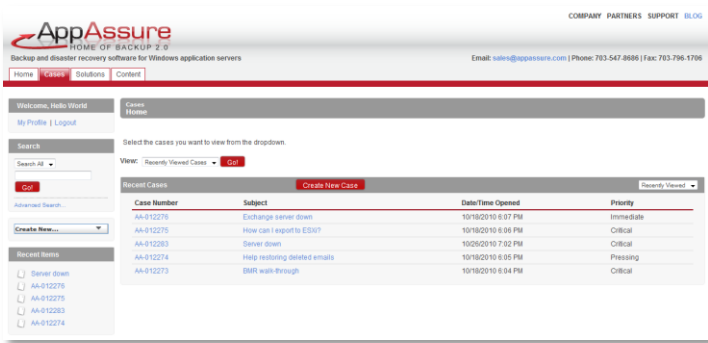
Visit the Dell AppAssure Customer Service portal support.appassure.com to request access. Use the *Request Account* link to request access to the support portal.



Dashboard

The *Dashboard* tab provides links to the most frequently used portal features:

- Create support tickets and review status and details of all tickets.
- Search the Knowledge Base or read the most recently posted articles.
- View up-to-the-minute information about new updates and releases.
- Download the latest builds and patches for your installed products.
- View the list of current account administrators.



Account

- View your current service contract and renewal dates.
- Modify your accounts and portal access accounts.

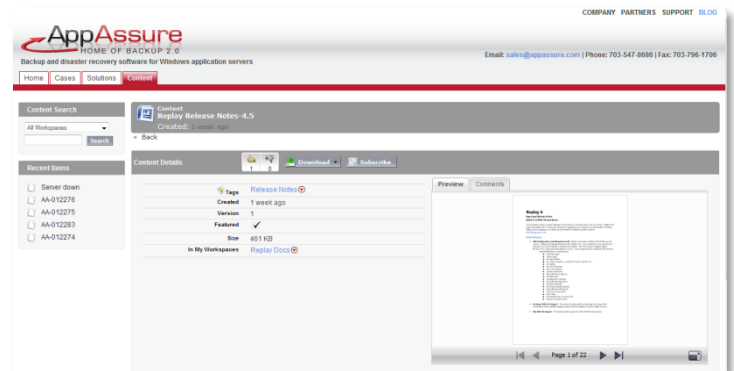
Support Tickets

The *Support* tab lists all open tickets for the account. View ticket status and add additional information/files as necessary; you can also export ticket information to a downloadable file. Attach supporting documents, logs and screenshots to the ticket.

Dell AppAssure Knowledge Base

Empower yourself by accessing the Dell AppAssure Knowledge Base. Designed to be the first step in customer service, the Knowledge Base is a repository of helpful technical documents that provide 24x7x365 online technical service. The Knowledge Base captures years worth of technical expertise from Dell AppAssure customers, engineers, and partners. Topics range from product architecture to project implementation:

- Product how-to guides
- Troubleshooting instructions
- Reference Guides



Customer Service Exceptions

- Dell AppAssure customer service does not include deployment services including, but not limited to, installation, reinstallation, deployment of software and hardware and troubleshooting network and storage environments. In such cases, Deployment Services are available; please contact Dell AppAssure sales for more details.



- Customer service does not provide technical support for third-party software or hardware but we will help identify the issue. The customer will be requested to log the outstanding case with the relevant third-party vendor.
- Upon the release of a major product version, Dell AppAssure Customer Service will continue to support the most recent major release of the product version (numbered to the left of the decimal point) for a minimum of one year. Notice of discontinuation of support will be provided.

Policies and Procedures for Changes to the Dell AppAssure Environment

After an Dell AppAssure software deployment has been completed, the flexibility of Dell AppAssure solutions allow customers to make changes to their environment. To ensure that software conflicts do not arise, Dell AppAssure Customer Service engineers are available to help with

potential change(s) to the customer's servers, network, storage infrastructure and applications even if these changes appear to be unrelated to the Dell AppAssure solution.

This assistance is not a part of service contract and will be charged at standard Dell AppAssure deployment services rates. While most changes are simple, require no downtime, and will not impact the environment, other changes may be more involved. If not performed properly, modifications such as moving the repositories, adding third-party utilities or adjustments to the network infrastructure can adversely affect the production environment and could cause backups to fail. For modifications that a customer service engineer determines are minor, Dell AppAssure Customer Service will provide assistance via telephone at no extra charge. If the customer service engineer determines that the task is other than minor, Dell AppAssure Deployment Services assistance may be suggested and made available at additional cost.