



Qumulo Hardware Support

Description

Our mission is to give you the support you need to be successful with Qumulo software. The Qumulo Customer Success program included with your Qumulo Software Subscription is available for all customers with an active Qumulo Software Subscription on active Qumulo supported platforms.

Our industry leading support experience provides you with::

- Slack and phone access to seasoned storage support expertise
- New software releases
- Qumulo cloud monitoring to with proactive response from the Customer Success Team
- Access to our online Qumulo Care portal

Types of offerings

There are four different types of offerings for this service.

- **Standard:** Next business day for component replacement.
- **Standard with Defective Media Retention:** Next business day for component replacement with the right to retain the media.
- **Premium:** 4-Hour for component replacement.
- **Premium with Defective Media Retention:** 4-hour day for component replacement with the right to retain the media.

Service provided

Qumulo replaces any hardware that fails during your Hardware Support term at no cost.

Customer replacement units (CRUs) include: HDDs, SSDs, power supplies, fans, optics, cables, NICs, and whole nodes.

Replacement CRUs are shipped with either a Standard Next Business Day or Premium 4-Hour delivery, within the shipment initiation hours below, as soon as the Qumulo Customer Success team verifies the failure of the original component and approves its replacement:

- Monday – Friday
- 8:00AM – 5:00PM Local Time (of the distribution center used to service the shipment)

Customer is responsible for installing CRUs. Qumulo does not send onsite personnel for CRU installation.

The initial response time is based on the severity level and is calculated from when the Qumulo Customers Success team first learns about the problem.

SEVERITY LEVELS definitions, response times & hours of availability

- **Severity 0**
 - **Description:** Outage, data loss or corruption. Example: Cluster is unavailable, down or there are not enough nodes up to form a quorum.
 - **Response time:** 2 hours
 - **Availability:** 24x7
- **Severity 1**
 - **Description:** High business impact, but the cluster is still available and functional. Example: A node is down but the cluster is still in quorum.
 - **Response time:** 2 hours
 - **Availability:** 24x5
- **Severity 2**
 - **Description:** Bad bug, but a workaround is available. Example: Poor performance if you ls and dd from the same client. The workaround could be to mount two different nodes and run ls against node 1 and dd against node 2.
 - **Response time:** 2 hours
 - **Availability:** 24x5
- **Severity 3**
 - **Description:** Poor user experience or annoyance. Example: A hover dialog lingers for ~5s after changing.
 - **Response time:** 6 hours
 - **Availability:** 24x5
- **Severity 4**



- **Description:** Cosmetic, other. Example: Change in the background color of a dialog box.
- **Response time:** 6 hours
- **Availability:** 24x5

This support offering is subject to and incorporated into Customer's End User Agreement (located at <https://qumulo.com/terms-hub/>). This support offering applies only to Products covered by active software subscription, the Qumulo File System consumption license and Hardware with an active Hardware Support Agreement.

Qumulo reserves the right to deny requests for onsite responses or hardware replacements when the Products have been moved or are located in a geographical location that was not approved by Qumulo.

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