Qumulo Software Subscription 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

Service provided

This service includes the following key features.

Software Support:
- You can contact the Qumulo Customer Success team by telephone, Slack, email, or the website to report software issues.
- For 24x7 Severity 0 support, please use the telephone and for Severity 1 to 4 support, all communication methods are available 24x5.
- The Qumulo Customer Success team will help you to diagnose and resolve technical problems with your Qumulo cluster.
- All support cases are assigned a severity by the Qumulo Customer Success team based upon the impact you report.

New Software Releases:
- You have access to the most current version of Qumulo software.
- New features and bug fixes may be included in each new software release. To take advantage of a new feature or to fix a bug, download and install the latest version.
- Qumulo supports software releases for the longer of six (6) months from their respective release dates or the last twelve (12) releases, including the most current release.

24x7 Remote Monitoring:
- If you enable it, Qumulo will provide proactive online monitoring over a secure VPN.
- The service looks for events that could affect service availability.
- It also reports on your cluster uptime, performance, and capacity usage
- Qumulo Customer Success actively responds to system events.
- They will notify you of the problem and work with you to diagnose and resolve it. The timeframe depends on the severity of the issue.

24x7 Access To Online Qumulo Care Portal:
- You can always access the Qumulo Knowledge Base and self-help tools through the Qumulo Care portal.
- With the portal, you can report support issues, download new software releases, access Knowledge Base articles, read release notes and interact with the Qumulo community.

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:** 24×7
- **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:** 24×5
- **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:** 24×5
- **Severity 3**
      - **Description:** Poor user experience or annoyance. Example: A hover dialog lingers for ~5s after changing.
      - **Response time:** 6 hours
      - **Availability:** 24×5
- **Severity 4**
      - **Description:** Cosmetic, other. Example: Change in the background color of a dialog box.
      - **Response time:** 6 hours
      - **Availability:** 24×5