

Qumulo Mission Q Services

Description

To deliver the best experience possible on your cluster, Qumulo Mission Q Services provides:

- Qumulo as your first point of contact for all storage support issues.
- Qumulo cloud monitoring to proactively discover issues with rapid response from the Qumulo Customer Success Team.
- Qumulo facilitates the resolution of platform issues by bringing the platform partner and customer together (selected partners only - see below).

For selected platform partners only (Arrow, Fujitsu, HPE and Supermicro), once Qumulo has discovered a hardware, firmware or platform issue, it will open a request on your behalf with your platform vendor for the remediation that Qumulo has identified and, at that point, the platform vendor is responsible to you for the delivery of its support service within the SLAs you have contracted with them for.

For any other platform partner, if Qumulo discovers a hardware, firmware or platform issue, it will inform you of the problem encountered and then you will need to engage directly with the platform vendor for the delivery of its support service.

Note: Qumulo Mission Q Services is the new name, as of July 2022, for the service previously known as Qumulo Hardware Assurance.

Service Offerings

There are two different Qumulo Mission Q Services service offerings available to you as a Qumulo customer:

- **Qumulo Mission Q Services Standard** means that once Qumulo has diagnosed an issue that requires a request to be logged with your platform vendor, it will log that request within the 9x5 service hours of your location with either (a) your platform vendor if it is Arrow, Fujitsu, HPE or Supermicro or (b) you for any other platform vendor.
- **Qumulo Mission Q Services Premium** means that once Qumulo has diagnosed an issue that requires a request to be logged with your platform vendor, it will log that request within 24x7 or 24x5 service hours, depending on the Severity Level applied (see below), with either (a) your platform vendor if it is Arrow, Fujitsu, HPE or Supermicro or (b) you for any other platform vendor.

The SLAs for the Qumulo Mission Q Services service are shown below and vary according to Severity Level assigned to each incident by Qumulo. These are Qumulo Severity Levels and Response Times that will be applied to all requests made of Qumulo.

The type of Mission Q service offering determines the service hours within which Qumulo will subsequently engage with your platform vendor (for Arrow, Fujitsu, HPE and Supermicro) or you (for all other platform vendors) once Qumulo has identified there is a hardware, firmware or platform issue that requires support from your platform vendor.

Your contracted SLAs from the platform vendor will then commence at the point Qumulo logs the request with the platform vendor.

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.



Service Provided

This service includes cloud monitoring of your storage with proactive detection of hardware or platform issues that impact the Qumulo software and troubleshooting technical issues to a component level or firmware level.

For Arrow, Fujitsu, HPE or Supermicro platforms, any hardware, firmware or platform issues discovered will result in Qumulo facilitating resolution by opening requests with the platform vendor, who will then engage directly with you to deliver their service. For more complex issues, Qumulo will provide program management services to resolve the issue by coordinating with both the platform vendor and the customer.

For all other platforms, any hardware, firmware or platform issues discovered will result in Qumulo informing you of the problem encountered and then you will need to engage directly with the platform vendor for the delivery of its support service. For more complex issues, you can bring Qumulo into the vendor investigation to assist as needed but responsibility for the overall coordination of this issue investigation will be led by you or your platform vendor.

	Standard	Premium
Service Availability	24x7	24x7
Response Time	Varies By Severity See Severity Levels Below	Varies By Severity See Severity Levels Below
Qumulo First Call	Yes	Yes
Cloud Based Monitoring	Yes	Yes
Proactive Issue Detection	Yes	Yes
Technical Troubleshooting & Diagnosis	Yes	Yes
Open Platform Vendor Request	Yes - 9x5	Yes - Either 24x7 (For Severity 0 - 1) Or 24x5 (For Severity 2 - 4)

Note: the response times are identical for both the Standard and Premium offerings.

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Severity Levels

The initial response time and service hours of availability varies based on the severity level and is calculated from when the Qumulo Customer Success team first learns about the problem.

Severity Level	Service Availability	Response Time	Description
0	24x7	30 Minutes	Outage, data unavailable or data loss Example: Cluster is unavailable, down or there are not enough nodes up to form a quorum
1	24x7	1 Hour	High business impact, but the cluster is still available and functional Example: A node is down but the cluster is still in quorum
2	24x5	2 Hours	Bad bug, but a workaround is available Example: Poor performance if you ls and dd from the same client and the workaround could be to mount two different nodes and run ls against node 1 and dd against node 2
3	24x5	6 Hours	Poor user experience or annoyance Example: A hover dialog lingers for ~5s after changing
4	24x5	6 Hours	Cosmetic, other Example: Change in the background color of a dialog box

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