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

Service 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 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 node chassis.

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:
- Standard: Monday – Friday 8:00AM – 5:00PM Local Time (of the distribution center used to service the shipment)
- Premium: 24x7

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

The initial response time and service availability hours vary according to service offering plus severity level and is calculated from when Qumulo first learns about the problem.

Premium:

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	24x7	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	24x7	6 Hours	Poor user experience or annoyance Example: A hover dialog lingers for ~5s after changing
4	24x7	6 Hours	Cosmetic, other Example: Change in the background color of a dialog box

Standard:

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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