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 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 and Severity 1 support, please use the telephone and for Severity 2 to 4 support, all communication methods are available.
- 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 any version of Qumulo software with a release date within the previous 18 month period, starting at the point any such request for support is made to Qumulo.

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 and 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.

Severity Levels
The initial response time and service availability hours vary based on the MissionQ Services product purchased (see https://qumulo.com/terms-hub/support-offerings/) plus severity level and is calculated from when Qumulo first learns about the problem. Note that Cloud based subscriptions with no MissionQ Services product is purchased receive the Premium option.

MQS Premium & Cloud Subscriptions:

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

MQS 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