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INTRODUCTION

WELCOME TO PURE STORAGE SUPPORT!

This guide briefly describes the technical support and maintenance services Pure Storage provides to our customers. Our mission is to help our customers succeed, getting the most value from our products.

CONTACT PURE STORAGE SUPPORT

- **WEB**  
  purestorage.com/support
- **EMAIL**  
  support@purestorage.com
- **PHONE (US)**  
  +1 (866) 244-7121 or +1 (650) 729-4088
- **PHONE (INTERNATIONAL)**  
  support.purestorage.com/pure1/support

Customers may contact Pure Storage Support at support@purestorage.com to request login credentials.

SUPPORT SERVICES

SERVICES OFFERED

To quickly remedy issues, Pure Storage Support offers both hardware and software support for licensed FlashArray or FlashBlade systems via phone, email, and website.

Customers can get help with the following:

- **PRODUCT USAGE**: Assistance with day-to-day administration and implementation of Pure Storage best practices.
- **PROBLEM DIAGNOSIS**: Analysis of Pure Storage product error messages, identification and isolation of root causes, and tracking of existing problems.
- **PROBLEM RESOLUTION**: Solutions for problems with Pure Storage products, as well as methods of avoiding problems without compromising system performance or reliability.
- **MONITORING OF CUSTOMER’S PURE FlashArray VIA PURE1 CLOUD**: Pure Storage Support will proactively monitor Pure FlashArrays that are under “Premium” or “Advanced” maintenance plans and that have enabled Pure1 Cloud. (See the section *Monitoring via Pure1 Cloud* on page 18 for details).
# MAINTENANCE AND SUPPORT PACKAGES

The table below outlines Pure Storage Support’s maintenance and support packages:

<table>
<thead>
<tr>
<th></th>
<th>BASIC [1]</th>
<th>ADVANCED</th>
<th>PREMIUM</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>HOTLINE</strong></td>
<td>365x24x7</td>
<td>365x24x7</td>
<td>365x24x7</td>
</tr>
<tr>
<td><strong>RESPONSE TIME</strong></td>
<td>15 Min</td>
<td>15 Min</td>
<td>15 Min</td>
</tr>
<tr>
<td><strong>PURE1</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>ONLINE TRAINING</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>PROACTIVE MONITORING</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>SLA FOR HW REPLACEMENT [2]</strong></td>
<td>Same Day Ship</td>
<td>Next Business Day</td>
<td>4h [3]</td>
</tr>
<tr>
<td><strong>EVERGREEN</strong></td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td><strong>REMOTE SW UPGRADE INCLUDED</strong></td>
<td>Included</td>
<td>Included</td>
<td>Included</td>
</tr>
<tr>
<td><strong>OPTIONAL (DSE)</strong></td>
<td>No</td>
<td>No</td>
<td>Yes [4]</td>
</tr>
</tbody>
</table>

**Note:** See also Maintenance and Support Limitations on page 20.
SEVERITY LEVELS

Pure Storage Support will assign a severity level to each case by using a formal ranking system that's based on the potential impact of the problem. This allows us to ensure:

- Appropriate speed of response
- Appropriate resources are made available
- Appropriate escalation policies are applied

CRITERIA

The criteria below define the severity of a case. When opening a new case, the customer and the Technical Support Engineer (TSE) consult the ranking system and apply a severity level, based on their projections of what the business impact of the problem is. Then, while the case is open, the ranking may be adjusted to reflect changes in the case. For example, if a minor problem becomes more urgent, its severity may be increased; likewise, if a suitable workaround is implemented, the severity of a case may be downgraded. The ranking system follows:

SEVERITY 1 - EMERGENCY
- Product fails to function or crashes
- Data unavailable or loss of data
- Product functionality or performance is degraded such that customer’s applications are unusable.

SEVERITY 2 – CRITICAL
- Product is operable but demonstrates material degradation in functionality or performance that substantially impairs customer’s applications
- Problems with installations or upgrades of the FlashArray’s operating environment

SEVERITY 3 – SERIOUS
- Product is operable but demonstrates some degradation in functionality or performance
- Problems that are inconvenient, but product is still generally operating in accordance with documentation

SEVERITY 4 – MINOR
- Product or documentation has problems that do not materially degrade functionality or performance
- Product feature enhancement requests
## RESPONSE TIMES (SLA)

The following table outlines Pure Storage Support's response times relative to severity levels.

<table>
<thead>
<tr>
<th>SEVERITY</th>
<th>INITIAL SUPPORT RESPONSE TIME</th>
<th>HARDWARE REPLACEMENT SUPPORT TIME</th>
<th>UPDATE INTERVAL</th>
</tr>
</thead>
</table>
| **1 EMERGENCY** | 15 min Engineer dedicated full time to work on problem until workaround that lowers case's severity level is delivered to customer. | Targeted Onsite Response:  
- Premium: 4 hours  
- Advanced: Next Business Day  
- Basic: Same Day Ship | Continuous |
| **2 CRITICAL** | 30 min Engineer dedicated full-time to work on problem until a workaround that lowers case's severity level is delivered to customer. | Targeted Onsite Response:  
- Premium: Next Business Day  
- Advanced: Next Business Day  
- Basic: Same Day Ship | Every 4 Hours |
| **3 SERIOUS** | 1 Business Hour Workaround that lowers case's severity level or patch delivered as soon as practicable | Targeted Onsite Response:  
- Premium: 3 Business Days  
- Advanced: 3 Business Days  
- Basic: Same Day Ship | Every Other Business Day |
| **4 MINOR** | 2 Business Hours Typically resolved as part of next major software release. | Targeted Onsite Response:  
- Premium: 5 Business Days  
- Advanced: 5 Business Days  
- Basic: Same Day Ship | Once Per Week |

**Note**: See also *Response-Time Limitations* on page 21.
SUPPORT TOOLS AND TECHNOLOGIES

A Pure FlashArray’s operating environment has several built-in features that allow for quick and effective troubleshooting: Pure1 Cloud and Remote Assist.

PURE1 CLOUD

Pure1 Cloud is an essential part of Pure Storage’s overall strategy to provide first-class technical support. It allows the technical support team to proactively identify potential problems and troubleshoot issues once they arise.

The Pure1 Cloud feature operates through a user-configured, secure link between the Pure FlashArray and Pure Storage Support:

- Log contents are transmitted every 30 seconds and are stored on a secure server, enabling detection of performance and error-rate trends.
- Alerts report immediately on issues that can be regularly checked for so that action can be taken quickly.

When a remedy is required through an alert or other diagnostic operation, the record that the system has been building provides a history of recent performance levels and significant events to inform the troubleshooting effort.

**Important:** Pure1 Cloud only transmits diagnostic data. It never accesses any customer data.

**Note:** Pure Storage Support strongly recommends enabling the Pure1 Cloud feature on FlashArrays. Disabling or blocking Pure1 Cloud may significantly delay reporting and the resolution of cases, (see Dark Sites, on page 19).

REMOTE ASSIST (RA)

In many cases, the most efficient way to diagnose a problem or to service a Pure FlashArray is by the direct intervention of a Technical Support Engineer (TSE). The FlashArray’s operating environment’s Remote Assist (RA) feature enables a TSE to communicate directly with the Pure FlashArray through a secure link, effectively establishing an additional administrative session for the duration of the diagnosis and service.

**Important:** RA sessions can only be opened by the customer’s local FlashArray administrator. The sessions then time out within several hours, or when terminated by either the customer or the TSE.

Typically, RA sessions also include simultaneous voice communication between the TSE and the local FlashArray administrator. Once begun, an RA session runs in the background of the FlashArray’s operating environment. Only one RA session can be active on a FlashArray at any one time.
**PURE SUPPORT PORTAL**

Pure Storage operates a state-of-the-art customer support portal at [support.purestorage.com](http://support.purestorage.com). If you are an existing customer, an account should have been created for you by your account team. If you have any questions, or need assistance, email [community@purestorage.com](mailto:community@purestorage.com).

The support portal provides access to:

- **PURE1 MANAGE**: Easily monitor and manage your Pure Storage devices from anywhere.
- **PURE1 CASES**: You can open, update, and view your support tickets with Pure Storage Support.
- **PURE1 KNOWLEDGE**: Access Release Notes, User Guides, Installation Guides, advice on best practices, troubleshooting and more.
- **PURE1 COMMUNITY**: Access peer-to-peer discussions with other members of the Pure Storage Community. Ask questions, share tips and tricks, communicate with other customers.

Other features of the support portal include:

- Completely responsive browsing for use on desktop, tablet, or smartphone.
- Single sign-on between all sections of the site.

**RELEASE NOTES**

If you would like to be notified of new Purity//FA and Purity//FB releases, you can subscribe to one of the following threads on the Pure1 Community:

- **FlashArray (Purity//FA)**: [community.purestorage.com/discussion/9536/flasharray-purity-fa-release-announcements](http://community.purestorage.com/discussion/9536/flasharray-purity-fa-release-announcements)
- **FlashBlade (Purity//FB)**: [community.purestorage.com/discussion/9576/flashblade-purity-fb-release-announcements](http://community.purestorage.com/discussion/9576/flashblade-purity-fb-release-announcements)

Otherwise, you can view the full release notes here:

- **FlashArray (Purity//FA)**: [support.purestorage.com/FlashArray/PurityOE/Release_Notes](http://support.purestorage.com/FlashArray/PurityOE/Release_Notes)
- **FlashBlade (Purity//FB)**: [support.purestorage.com/FlashArray/PurityOE/Release_Notes](http://support.purestorage.com/FlashArray/PurityOE/Release_Notes)
**PURE STORAGE SUPPORT PROCESS**

Designated support contacts are the only people from customer sites who can speak with Pure Storage support technicians on behalf of their companies. For that reason, customers need to designate support contacts before they attempt to open their first case. Different types of customer contacts follow:

**AUTHORIZED CALLERS**

A customer can designate up to five individuals as authorized callers for each site. They may request portal accounts for these individuals through email to Pure Storage Support, (see the section Contact Pure Storage Support on page 4).

Only these designated contacts can call and receive assistance from Pure Storage Support. Designed for the customer’s security, this policy ensures that all information provided by our TSEs is received and implemented by the appropriate personnel within the customer’s organization. Designated contacts also ensure a clear and manageable communication channel on both sides of the relationship.

To change any information relating to its designated contacts, including names, email addresses and telephone numbers, the customer needs to email the relevant information to Pure Storage Support, (see the section Contact Pure Storage Support on page 4).

**PRIMARY CONTACT**

The primary contact is the person who is authorized by the customer to provide support for the Pure FlashArray within that organization. This person is customer’s resident Pure Storage FlashArray expert, responsible for assisting the customer’s users and operations staff.

The expectation is that over time the primary contact will become knowledgeable about a wide range of product usage issues and will be able to determine whether a particular problem can be solved locally or needs to be referred to Pure Storage Support. The primary contact should be a person who is accessible to all Pure FlashArray users at the site and be available for timely communication.

**BACKUP CONTACTS**

Backup contacts should be located at the same site as the primary contact and in the primary contact’s absence, be able to perform all of the necessary duties relating to the Pure FlashArray, including contacting Pure Storage Support and opening RA sessions when required.
COMMUNICATION CHANNELS

In order to maintain a consistent level of customer service, it is important that all support related communication be channeled through the Pure Storage Support Department and not through the personal phone or email of individual support personnel. Pure Storage Support has built-in mechanisms to mitigate the “human-factor” of support management such as illness, unforeseen absences, workloads and other unfortunate events. Calling or emailing individuals in Pure Storage’s Support Department directly may risk increased response time.

OPENING A NEW CASE

When opening a new case, Pure Storage may request the following information:

- Error message or advisory messages from the Pure FlashArray
- Log files (if applicable)
- Information to reproduce the situation by answering the following:
  - What were you trying to do?
  - What happened instead?
  - How exactly did the error occur?
- Severity level of problem in your determination
- Business justification for Severity 1 or 2 problems

OPEN A NEW CASE VIA PURE1 CASES

When possible, Pure Storage recommends opening new cases via the support portal at pure1.purestorage.com/support. When the Case Management screen opens, you can do the following:

- OPEN A NEW CASE: Click the orange (+) next to the “Quick Find” bar.
- SEARCH EXISTING CASES: The “Quick Find” bar can be used to search your existing cases, which will be listed in the left pane.
- UPDATE AN EXISTING CASE: On the right-hand side, your open cases are listed.

Figure 1 - Pure1 Case Portal Home Screen
When opening a new case, provide the following information:

- **ARRAY**: If the Pure FlashArray is configured for Pure1 Manage, the FlashArray’s name will automatically be populated in the drop-down menu. If available, simply select it. If the Phone Home feature is enabled, the site will also populate the Model and the Version of the FlashArray’s operating environment.
- **INITIATOR OS**: If applicable, provide information on the operating system of the host that is affected. This expedites troubleshooting and research efforts.
- **SUBJECT**: Enter a brief summary of the issue.
- **DESCRIPTION**: Describe in detail the issue you are experiencing. Additional details such as troubleshooting steps you’ve taken or whether anything has changed in your environment are important to note.
- **PRIMARY CONTACT**: From the drop-down menu listing users in your system, select the name of the contact that support should contact first.
- **SECONDARY CONTACT**: In the event that the primary contact is not available, Pure Storage support will attempt to work with the backup contact.

After entering information in each of the fields, click **Create** to submit the case. The screen will load the individual case view, displaying the current case details.
A case number will be displayed and a confirmation email will be immediately sent, (see Figure 3). For quick access to other open cases, see the list on the left-hand side.

![Figure 3 - Case View](image1.png)

Add a comment by clicking the button or add an attachment by clicking the icon.

![Figure 4 - Attachment Submission Dialog](image2.png)

A dialog box displays to upload the attachment, (see Figure 4). Attachments may include documents such as screen shots that will provide Pure Storage Support immediate access to pertinent information.
OPEN A NEW CASE VIA EMAIL
Another efficient way to request support is to use email to open a new case. Send the request with any additional related information, including screenshots, (see the section Contact Pure Storage Support on page 4).
Upon receipt of the email, the details will be entered into Pure Storage’s case tracking system and one of our TSEs will promptly respond. This method of creating a new case is particularly useful for non-urgent queries.

OPEN A NEW CASE VIA PHONE
When contacting Pure Storage Support via phone, the caller will speak with a dispatching agent who will ask for several pieces of information:

- Existing ticket number, if this is a previously reported problem
- Exact error or advisory messages (if more than two, please report via email)
- A description of customer problem
- Severity of the problem as determined by the customer

The dispatcher then assigns the case to a TSE who will promptly contact the customer.

Note: During hours of the day with historically low call volume, Pure Storage Support may use an answering service. In this case, the customer will only be asked for contact information. A TSE will promptly return the call.

ACKNOWLEDGING THE CASE
Regardless of the method of communication, once a case is opened, it will be reviewed and dispatched through a case-tracking system and then be assigned to a TSE. The TSE will notify the customer’s contact with the case number, confirm the severity level and, when possible, provide an initial diagnosis—or even solution. The customer will also be sent an email acknowledgement of the case.

HARDWARE REPLACEMENTS
Pure Storage Support not only provides our customers with access to a support hotline, it also includes provisions for quickly replacing any malfunctioning Pure FlashArray hardware.
When a Pure Storage Support determines during the troubleshooting process that a hardware component of a customer’s Pure FlashArray needs to be replaced, the TSE initiates the shipping of the replacement part and, if required, dispatches a Field Technician to perform the part replacement. (Customers can replace parts that are within their ability). See also Maintenance and Support Limitations on page 20.
CASE ESCALATION BY THE CUSTOMER

In most cases, TSEs escalate cases to accommodate those with a greater degree of severity. However, if for example, the solution to a technical problem leads to an unsatisfactory result, if a customer feels dissatisfied with a given response by a TSE, or if the quality of service that a customer receives is not adequate or prompt, they may choose to escalate a case.

Customers can escalate cases in the following ways:

- Call the Pure Storage Support Hotline and ask to speak with the Support Manager on Duty, (see Contact Pure Storage Support on Page 4).
- Send an email to case-escalation@purestorage.com with the case number as a reference. A response from a Support Manager can be expected within 15 minutes.
- Click the escalation link on one of the case emails. (Every email from support displays the following question near the bottom, including a dynamic link: “Not satisfied with the handling of this case? Click here to escalate”).
- Click Escalate in the upper-right hand Pure1 Case Portal, (see Figure 5).

Regardless of contact method, the following information should be included in the request:

- Ticket number
- Contact information
- Short summary of the issue and why it should be escalated

The Support Manager will give full attention to the problem, discuss it, and address it appropriately. Along with escalating the issue, the manager will closely follow all further communication on the case until it is resolved.
DESIGNATED SUPPORT ENGINEER (DSE) PROGRAM

A Designated Support Engineer (DSE) is an experienced Pure Technical Support Engineer who provides Pure Storage customers with support services throughout the term of the DSE contract. The DSE delivers a combination of remote services, support, and technical account-management functions. Over the course of the term, the DSE becomes familiar with the customer's environments, procedures and configurations for the Pure FlashArrays installed at the customer's site, delivering services remotely from a Pure Storage facility.

The DSE service is a billable add-on option that is available for the Premium maintenance plan during a period of either six or twelve months.

DSE PROGRAM HIGHLIGHTS

The following highlights show the value of the DSE Program:

- Single point of contact for the management of technical support cases
- Intimate understanding of the customer’s environment
- Remote assistance for the administration of the Pure FlashArray
- Proactive support, maintenance, and troubleshooting assistance
- Knowledge transfer and technical assistance for customer’s staff

DSE PROGRAM FEATURES AND BENEFITS

The following describes the program’s features and benefits in detail:

*Personalized Point of Contact*

Each customer has direct access to an experienced support engineer who understands the customer’s IT environment as it relates to the Pure FlashArray. The DSE helps the customer in the following ways:

*Weekly Updates*

- The DSE participates in a weekly status call with the customer and summarizes outstanding issues along with the health and performance of the Pure FlashArray.
- The DSE performs weekly proactive scans for known pathologies on the customer’s FlashArrays and presents any findings, sharing a plan of action for any issues found.
Proactive Support

- The DSE advises the customer about new releases and assists in remote software upgrades when required.
- The DSE helps implement best practices with respect to configuration and operation of the Pure FlashArray.
- The DSE reviews the performance of the Pure FlashArray and suggests fine-tuning strategies when appropriate.
- In addition to a primary DSE, Pure Storage will assign a secondary DSE to act as a replacement DSE when the primary DSE is unavailable for an extended time period.

Quarterly Health Checks and Reviews

- The DSE works with the customer to evaluate the efficiency of the Pure FlashArray based on all available information.
- The DSE provides the customer with quarterly reviews that outline the health, performance, and the capacity of the Pure FlashArray.

CUSTOMER RESPONSIBILITIES

Customers must meet the following requirements prior to engaging in the DSE Program:

- Designate a single primary and backup contact for the DSE. Except for support tickets, communicating through designated contacts is the only approved route by which a TSE can be assigned work.
- Enable Phone Home and Remote Assist features for all customer Pure FlashArrays.

See also DSE Support Program Limitations on page 21.
MONITORING SYSTEMS VIA PURE1 CLOUD

Pure Storage Support will proactively monitor Pure FlashArrays that are under Premium or Advanced maintenance plans and have Pure1 Cloud enabled.

MONITORING METHODOLOGY

- Each FlashArray has a real-time monitoring process that monitors capacity, performance and health diagnostics.
- Alerts are sent immediately to Pure Storage Support.

ALERTS MONITORED

Pure Storage Support monitors all alerts that indicate:

- A product’s failure to function
- Data loss or access issue
- Product performance degradation
- Visible change in state on the UI or CLI

Full list of Purity//FA Alerts: https://support.purestorage.com/?cid=PurityFA_Alerts
Full list of Purity//FB Alerts: https://support.purestorage.com/?cid=PurityFB_Alerts

EXAMPLES OF ALERTS

- SSD loss or lack of space
- NVRAM loss
- Controller or component fault
- PSU fault
- Temperature or fan fault
- SAS Cabling fault
- Path to drive loss (SAS interposer)
- Throttling start and stop alerts
- Capacity limit alert
- Array startup

Alerts are reported to Pure Storage Support in real time. Pure Storage Support starts analyzing the nature of the problem immediately, using the diagnostic information that was sent with the alert.

On all critical alerts, after the initial analysis has been completed, Pure Storage Support will contact the customer regardless of the time of day or the day of the year, (unless specifically instructed not to do so).
**Note**: Because time may be spent on analysis of the data retrieved, after the initial alert is sent, Pure Storage Support’s contact with the customer may be briefly delayed. Additionally, for non-critical alerts, Pure Storage Support will contact the customer as appropriate (usually during regular hours). For example, if Pure Storage Support determines that a failover was by design and had no impact on I/O being served, Pure Storage Support may follow up during regular business hours.

**PREREQUISITES**

The customer must have Pure1 Cloud enabled on all Pure FlashArrays.

All of the actions described above occur 24 hours per day, seven days per week, and 365 days per year. For all critical alerts, Pure Storage Support will communicate with the primary contact for the affected FlashArray via email and—if needed—via telephone. For that reason, it is essential that customers provide an email address and a phone number that is monitored twenty-four hours each day throughout the year.

Pure Storage *strongly* recommends that customers provide an email alias and phone (or pager) number to alert the *entire* customer team that is in charge of the Pure FlashArray. Doing so ensures that the alerts from Pure Storage Support can reach the correct individuals without delay.

**ADVICE FOR UNCONNECTED “DARK” SITES**

Some customers have strict security requirements that do not allow information such as logs to leave their site for the Pure1 Cloud. Because Pure Storage’s Support Department’s methodology and best practices are based on it being informed about the status of customer’s FlashArrays, however, when a customer elects not to use Pure1 Cloud and Remote Assist, they limit Pure Storage Support’s ability to proactively resolve problems. Consequently, Pure Storage Support must rely on the customer’s administrators to take a much more active role both in monitoring the FlashArrays and, when problems arise, take a more active role in basic troubleshooting. To that end, Pure Storage offers a training course and special tools that are targeted for administrators at unconnected “dark” sites. We strongly recommend having at least two Pure-certified administrators on staff at each of these sites. (For more information on Pure certification for administrators, see FlashArray Management Training Course).
ADDITIONAL TERMS, CAVEATS, AND LIMITS

The provision of the services described in this guide are subject to the terms and conditions of the end-user agreement that accompanies the Pure FlashArray or the separate written agreement that specifically governs the same subject matter.

A certified field service technician must do part replacements unless Pure Storage Support has authorized replacement of parts by the customer. The services are provided in English only.

Notwithstanding anything to the contrary, Pure Storage may modify this guide. Such changes will apply to the services on a going-forward basis.

Customers will provide Pure Storage information, cooperation, reasonable assistance, and prompt onsite or remote access to the Pure FlashArray in order to allow Pure Storage to perform the services.

MAINTENANCE AND SUPPORT PACKAGE LIMITATIONS

Service-Level Agreements (SLAs) are offered with the following caveats regarding hardware shipping, replacement, and billable services:

- “Pure1 Basic Support” is an option that is available only in certain countries where Pure Storage does not have a parts depot. With this option, in case of parts failure, the company ships parts on the same day from a fulfilment center, but cannot guarantee a specific delivery time.

- On shipping hardware replacements, note that in the event that critical installation timelines need to be met, under reasonable conditions Pure Storage will ship spares to remedy the situation. If an issue that requires hardware replacement occurs during the installation process, a replacement shipment for the entire asset, (such as FlashArray/M unit, shelf, etc.), will be procured from the nearest available factory on the following business day, with expedited delivery.

- After replacement of a part, the replaced hardware component must be shipped back to Pure Storage by the customer, using the packaging in which the replacement part was delivered. To ensure correct delivery, the customer will receive a pre-paid return label to affix to the packaging via email. For an additional charge, customers may choose to retain drives that were installed in the replaced products.

- If a field technician is required, in order to avoid delays, the customer needs to provide information on the location of the Pure FlashArray, including the address of the datacenter and any pertinent information within it, such as grid coordinates. The customer also needs to provide specifics for site security that may be required to affect repair of the device.
• If the subscription for an Evergreen contract expires, for a 30-day period customers are given an opportunity to renew the subscription without a re-instatement fee. At the end of that 30-day period, they may no longer receive any of the Evergreen subscription benefits, including software updates, technical support, hardware replacements, Pure 1 access, or 24x7 FlashArray monitoring.

• If the subscription period for an Evergreen contract expires, customers may reinstate the subscription by paying for the period of time between the end of the subscription and the current time, (known as the “lapsed period”). In addition to those charges, Pure Storage reserves the right to charge a contract re-instatement fee of up to 20% of the total fees required for the lapsed period. These fees are assessed in addition to the regular subscription charge for a minimum of one year.

RESPONSE-TIME LIMITATIONS

Service-Level Agreements (SLAs) are offered with the following caveats regarding response times:

• SLAs apply to systems in production only. For issues in non-production systems, (such as test, development, or sandbox systems), Pure Storage Support will review the business impact with the customer and apply a reasonable severity level and response time.

• Only Severity 1 and 2 problems are measured in real time; Severity 3 and 4 problems are managed with business time, (such as regular business days, business hours, etc.).

• Response times for hardware replacements are measured from the time of hardware diagnosis and dispatch, not from the time the ticket was opened.

• Above response times apply only if email communication occurs via the address support@purestorage.com or phone communication via the official published hotline numbers, (see the section Contact Pure Storage Support on page 4).

• If Pure Storage Support confirms that a problem is fixed in a released patch or a more recent version, Pure Storage Support may require the customer to apply this upgrade before proceeding with more extensive troubleshooting.

• Next-Business-Day (NBD) SLAs are applicable to a local-cutoff time of 3:00 PM from the point of dispatch.

• If a spare is considered an appropriate unit to replace an original, Pure Storage reserves the right to choose whether or not to dispatch a field engineer for that unit’s installation.
DSE PROGRAM LIMITATIONS
The following limitations apply to the DSE Program:

- A DSE is a shared resource. Pure Storage will always attempt to make the DSE available to take customer calls. If the DSE is not readily available, however, Pure Storage will offer to connect the customer with the DSE as soon as that person becomes available or to connect the customer with a different TSE.

- Only one DSE will cover a single customer site such as a customer data center, unless otherwise approved by Pure Storage in writing.

- The work hours for the DSE are 8AM to 5PM at the DSE’s location. Pure Storage will attempt to align the DSE’s work hours with the customer’s site.

- Scheduled meetings, conference calls, and direct interaction with the DSE need to fall during normal business hours, Monday through Friday.