

Remote 90-Day Startup Service

This document describes the EMC® Remote 90-Day Startup Service offering. This offering includes access to a pool of remote EMC engineers (“Remote Support Engineers”) as described below. The EMC product lines eligible for this offering are identified in the table at the end of this document. Customers must have a current Support Option maintenance contract (i.e., Premium, Enhanced, or Basic) in place for the specified product line as a prerequisite to the purchase of the Remote 90-Day Startup Service offering for that product line.

The purchase of a **Remote 90-Day Startup Service** offering includes the following features:

- Access to a Pool of Remote Support Engineers. These technical resources are experienced individuals from EMC’s Global Services support organization who provide reactive technical support with installation and configuration issues for the specified EMC product line when installation and configuration is not included within the scope of EMC’s warranty or the customer’s Support Option maintenance contract for the specified product line. Remote support engineers are not dedicated to specific customers. An engineer will be assigned from the pool of remote support engineers promptly upon EMC’s receipt of the customer’s completed service request.
- Specialized Product Experience. Remote support engineers have experience in the specified product line.
- Authorized Callers. The Remote 90-Day Startup Service offering allows customers to identify two (2) of their personnel to serve as authorized callers for the submission of service requests.
- Collaboration within EMC Product Areas. Remote support engineers will involve the appropriate EMC resources from complimentary EMC products areas as deemed appropriate by EMC.

Responsibilities and Assigned Tasks

Responsibilities of the remote support engineers are:

- Working closely with the customer’s IT staff for any issues concerning installation and configuration on the specified product line that requires troubleshooting or problem isolation/resolution
- Accessing other technical resources at EMC’s support facilities for assistance with problem management
- Initiating escalations to appropriate EMC staff/management if required to resolve critical issues and to prioritize product issues within the product line

Service Duration and Hours

Each subscription of a Remote 90-Day Startup Service offering is ninety (90) days in duration and limited to an aggregate of sixty (60) hours over the ninety (90) day term. The engagement typically commences within thirty (30) days after the date of invoice. The customer will be required to purchase additional services from EMC in the event that the customer requires installation and configuration support (i) after the expiration of the ninety (90) day term, and/or (ii) after the customer has utilized the sixty (60) hours included in the ninety (90) day term.

The Remote 90-Day Startup Service is generally available during local business hours which are defined as the normal business hours on business days (usually 08:00-17:00, Monday through Friday, in the applicable United States time zone) unless otherwise agreed.

Cancellation or Termination

The Remote 90-Day Startup Service offering is not eligible for refund or credit.

Customer Responsibilities

The customer shall do the following to help ensure a successful engagement:

- Provide the names of the two (2) authorized callers per Remote 90-Day Startup Service offering per product line
- Supply system logon IDs as required
- Provide ongoing information and access as required to the customer's environment
- Engage technical support teams for all vendors and third parties as necessary
- Allow access to appropriate customer staff as required (including access to customer personnel to support the relevant EMC support engineers) on issues and tasks not directly described in this document, but which have a direct impact on the successful completion of required tasks
- Review and comment on all EMC deliverables (if any)
- Designate a lead customer technical support contact and a prioritization mechanism to assist EMC remote support engineers with customer requests for assistance
- Keep in force, for the duration of the engagement, an EMC Support Option maintenance contract for the specified product line, which support terms shall apply except to the extent modified by this document

Out of Scope

Remote support engineers have no obligation to provide technical support services for the following:

- Onsite technical support. Onsite technical support is not included within the scope of this Remote 90-Day Startup Service offering. Onsite support may be available for purchase separately; customers should contact an EMC sales representative for more information concerning EMC's onsite technical support offerings
- Development of custom solutions including scripting
- System performance analysis, design, architecture, or deployment of EMC hardware and software
- Modified or damaged EMC hardware or software or any portion of EMC hardware or software incorporated with or into other hardware or software
- Any EMC hardware or software product other than the specified product line
- Problems caused by the customer's negligence, abuse, or misapplication or use of EMC hardware or software other than as is specified in the product documentation, or other causes beyond the control of EMC
- Problems caused by any hardware or software not supported by EMC
- Any support services included within the scope of EMC's warranty or the customer's Support Option maintenance contract for the specified product line
- Any EMC hardware or software product without an active warranty or maintenance contract

EMC will not be responsible for the cost of any changes to the customer's environment which may be necessary to use the EMC hardware or software due to a workaround or update.

The customer authorizes EMC to invoice for and shall pay additional amounts for performance outside normal business hours.

Product Lines: Coverage for Remote 90-Day Startup Service

This service is currently available for the product line identified below. Each product line requires the purchase of one (1) Remote 90-Day Startup Service offering.

Remote 90-Day Startup Service Product Coverage	Descriptions and Exceptions
EMC Celerra®	Excludes model IP 4700 and EMC NetWin