SUPPORT OFFERING

VAST Data offers world class customer support with dedicated support engineers available 24x7x365 that will help you get the most from your storage investment.

CONTACT US

For support issues or to request a login ID, please email **customer.support@vastdata.com**.

SLACK	EMAIL	PHONE	WEB
vastsupport.slack.com*	customer.support@vastdata.com	1-212-658-1753	vastdata.com/support

*NOTE: Slack support is provided via private channels for each customer. Customer may request an account for a private slack channel by emailing customer.support@vastdata.com

SUPPORT SERVICES

At VAST, we strive to provide you with a positive experience with our products. As a VAST customer, you can expect:

- 24x7x365 service for customers who require around the clock support resources

- Support delivered by experienced support engineers

- Built-in proactive monitoring and analyses system parameters for optimal operations

- Deep insights into overall storage health, automated actionable reporting and fast troubleshooting of issues with VAST Cloud-Based Remote Monitoring service.

- A commitment to deliver the highest level of support and customer satisfaction in the storage industry

SUPPORT OFFERING

VAST offers all customers a basic support (Limited Warranty) package and the option of a premium support package for an additional fee. The table below outlines our support packages:

	LIMITED WARRANTY	VAST STANDARD SUPPORT	VAST DARK SITE SUPPORT
Software Support Term	3 Months	1-10 Years	1-10 Years
Hardware Support Term	24 Months	1-10 Years	1-10 Years
Hardware Replacement Turnaround	up to 45 days	next business day	next business day
24x7x365 Phone, Email, Slack, & Web Support	email only	✓	✓
Documentation	✓	✓	✓
Cloud-Based Monitoring	✗	optional	optional
Support Release Notes	✓	✓	✓
Maintenance Patches	✓	✓	✓
Minor Releases	✓	✓	✓
Major Releases	✓	✓	✓
"Keep My Drive" Dark Site Option	✗	✗	✓

CUSTOMIZED HW SUPPORT OFFERINGS

For customers with mission-critical hardware turnaround requirements, VAST offers customized programs that include on-site or regional parts caches to ensure real-time turnaround for replacement parts. For more details, contact the VAST Data Sales team.

PRIORITY LEVELS

VAST support will assign a priority level to each support ticket based on the impact of the problems. Priority levels are defined as:

CRITICAL

A severe problem preventing customer or workgroup from performing critical business functions.

HIGH

The customer or workgroup able to perform job function, but performance of job function degraded or severely limited.

MEDIUM

The customer or workgroup performance of job function is largely unaffected.

LOW

Minimal system impact; includes feature requests and other non-critical questions.

SLA RESPONSE TIME

The table below outlines VAST support response time to customers based on priority levels:

PRIORITY	RESPONSE TIME	
CRITICAL	Up to 30 min	24/7 Response in 30 min or less with support engineer helping to resolve the issue, escalating to engineering if required or working towards lowering the priority with a workaround.
HIGH	Up to 2 hours	24/7 Response in 2 hours or less with support engineer helping to resolve the issue, escalating to engineering if required or working towards lowering the priority with a workaround.
MEDIUM	Up to 4 local business hours	Response in 4 local business hours or less with support engineer helping to resolve the issue, escalating to engineering if required or working towards lowering the priority with a workaround.
LOW	Up to 8 local Business hours	Response in 8 local business hours or less with support engineer helping to resolve the issue, escalating to engineering if required or work toward lowering the priority with a workaround.