

EMC Secure Select Support

This document describes the EMC® Secure Select Support offering. With EMC Secure Select Support, a customer's Premium Support Option maintenance contract is delivered by EMC support professionals who are United States citizens. The EMC product lines eligible for this offering are identified in the table at the bottom of this document. Customers must have a current Premium Support Option maintenance contract in place for the specified product line as a prerequisite to the purchase of the EMC Secure Select Support offering for that product line.

Description

With the purchase of the EMC Secure Select Support offering, a customer's Premium Support Option maintenance contract is supplemented with the following feature:

- **U.S. Citizen Delivered Support:** The Remote Technical Support provided pursuant to a customer's Premium Support Option maintenance contract is delivered remotely by EMC support professionals who are United States citizens located within the United States. The Onsite Support provided pursuant to a customer's Premium Support Option maintenance contract is delivered onsite at a customer's facility located within an EMC Service Area (as defined in customer's EMC agreement) in the United States by EMC support professionals who are United States citizens.

Secure Select Support does not alter or in any way modify the scope or terms and conditions of a customer's existing Premium Support Option maintenance contract except that such support is delivered by EMC support professionals who are United States citizens located within the United States as described above.

Service Duration

The EMC Secure Select Support offering is sold in twelve (12) month increments and typically commences within ninety (90) days after the date of invoice.

The EMC Secure Select Support offering must be paid in advance.

Cancellation or Termination

The EMC Secure Select Support offering is not eligible for refund or credit.

Customer Responsibilities

The customer shall:

- Keep in force, for the duration of the Secure Select Support offering, a current Premium 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

EMC has no obligation to make available or provide EMC Secure Select Support for the following:

- Any EMC hardware or software product other than the specified product line identified in the table below.
- Any EMC hardware or software product without a current Premium Support Option maintenance contract for the specified product line.

- Customers located outside of an EMC Service Area in the United States requesting Onsite Technical Support pursuant to a Premium Support Option maintenance contract.
- 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.
- 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.

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.

Product Lines: Coverage for Secure Select Support

The EMC Secure Select Support offering is only available on the product lines identified below.

Secure Select Support Service Product Coverage	Descriptions and Exceptions
EMC Celerra®	Excludes model IP 4700 and EMC NetWin
EMC Centera®	Includes CUA 3.6.x or higher—Excludes Generation
EMC CLARiiON®	Includes EMC Navisphere® and all layered apps—Excludes AX series
EMC Symmetrix®/DMX™/V-Max™	Includes EMC TimeFinder®, SRDF®, SNAP/Clone—Excludes legacy products, Symmetrix 3 and 4;
EMC Disk Library	Includes EDL engine, Linux OS, CLARiiON array—Excludes DL210
Connectivity	Includes Cisco MDS, Brocade and McData families of SAN Switches
EMC Ionix™ ControlCenter®	Includes: <ul style="list-style-type: none"> • Automated Resource Manager • Performance Manager • SAN Advisor™ • SAN Manager™ • StorageScope® • Symmetrix Manager • Symmetrix Optimizer
Host Systems	Includes TimeFinder, EMC PowerPath®, SRDF/CE, TEIM, TEIM/TSIM, SymmOptimizer, SIME/SIMS, Solutions Enabler, SRDF/CE, Open Migrator, SRDF
Mainframe Software	Includes support of the following products/features: <ul style="list-style-type: none"> • SRDF • Consistency Groups • Recovery Procedures • TimeFinder/Mirror/Clone • Host Component • Mainframe ControlCenter <ul style="list-style-type: none"> – Centera HSM Migrator – Performance Essential – TeraSAM – VSAM Assist and Quick Index – SNAP – AutoSwap™ – ResourcePak Base (EMCSCF) – InfoMover™ – Save Device Pools – GDDR/GDPS – Resource Pak Extended – Catalog Solution – Solutions Enabler for z/OS