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 for those customers who have legal requirements to only have U.S. citizens working on their accounts. 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 customer's facility located within an EMC Service Area (as defined in customer's EMC agreement) in the United States by EMC support professional 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

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.

- Limit its use of this Premium Support Option maintenance contract to circumstances when it is legally required to use only U.S. citizens in performance of the contract.

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 support 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 work-around 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
Avamar DataStore	
Avamar Software	
Celerra	
Centera Family Equipment	
CLARiiON	Includes Navisphere and all layered apps Excludes AX series
Connectrix Family Directors; Connectrix Family Switches; and Connectrix Manager Software	
DataDomain Software; and DataDomain System	

Disk Library for Mainframe	
Enterprise Hybrid Cloud (EHC)	
Geographically Dispersed Disaster Restart	
Isilon Family Equipment; and Isilon Family Software	
RecoverPoint Equipment; and RecoverPoint Software	
ScaleIO	
Source One Software	
SRDF Family Software	
Symmetrix VMAX; Symmetrix VMAX3	Excludes legacy products, Symmetrix 3 and 4
TimeFinder Family Software	
Unity All Flash Family; Unity Hybrid Family; and Unity OE	
ViPR; ViPR SRM	
VMAX All Flash Family	
VNX F, VNX2 Family	Excludes VNX1
VPLEX Equipment, VPLEX Software	
VxRail	
XtremIO Equipment; XtremeIO SW Software	