



## SUPPORT PACKAGES

	BASIC	ADVANCED	PREMIUM
HOTLINE	365 x 24 x 7	365 x 24 x 7	365 x 24 x 7
RESPONSE TIME	15 Minutes	15 Minutes	15 Minutes
PURE1	Yes	Yes	Yes
ONLINE TRAINING	Yes	Yes	Yes
PROACTIVE MONITORING	No	Yes	Yes
SLA FOR HARDWARE REPLACEMENT	Same-day shipping; delivery varies	Next-business-day delivery	Four-hour delivery (for Sev-1)
EVERGREEN	No	Yes, with Gold	Yes, with Gold
REMOTE SOFTWARE UPGRADE INCLUDED	Defect fixes only	Unlimited	Unlimited
OPTIONAL (DSE)	No	No	No

(See the Pure Storage Customer Support Guide for more details)

## SEVERITY LEVELS AND CASE ESCALATION

SEVERITY	DEFINITION	RESPONSE
SEVERITY 1 <i>EMERGENCY</i>	Critical impact to a critical business system which is preventing business functions from operating, resulting in loss of productivity or financial impact, including data loss or data corruption.	Initial – 15 Min Updates - Continuous
SEVERITY 2 <i>MAJOR</i>	Major impact on a critical business system with reduced or degraded functionality impacting productivity or financial loss.	Initial – 30 Min Updates daily or as agreed
SEVERITY 3 <i>MINOR</i>	Minor impact or degradation of service to business system impacting non-essential functions with minimal or no impact to the business	Initial – 1 business hour Updates as agreed
SEVERITY 4 <i>INFORMATIONAL</i>	Information inquiries including a request for links to documentation, questions on product functionality, or configuration	Initial – 2 business hour Updates as agreed

If for any reason you feel the quality of service is not adequate or prompt, you may choose to escalate the case. A manager will give full attention to the problem address it appropriately and then continue to monitor the case until it is resolved.

## BUSINESS CRITICAL SERVICES (BCS) PROGRAM

The BCS service is a billable add-on option that is available for the Premium maintenance plan during periods of one, three, or twelve months.

The program provides two key personnel: A Support Account Manager (SAM) who provides account management services and a team of Designated Support Engineers (DSE) that provides technical support services.

The BCS team becomes familiar with your specific technical environment and

with all of your administrative requirements.

## CONTACT PURE SUPPORT

- Phone (US) +1 (866) 244-7121
- Phone (Global Toll) +1 (650) 729-4088
- Phone (Country) support.purestorage.com/Pure1/Support
- Email [support@purestorage.com](mailto:support@purestorage.com)
- Web support.purestorage.com

(For web login credentials, email [support@purestorage.com](mailto:support@purestorage.com))

## PURE1 SUPPORT PORTAL

FEATURE	DESCRIPTION
MANAGE	Easily monitor and manage your Pure Storage devices from anywhere.
CASES	Open, update, and view your support tickets within Pure Storage Support.
KNOWLEDGE	Access release notes, user guides, installation guides, best practices, troubleshooting, & more.
COMMUNITY	Access peer-to-peer discussions with other members of the Pure Storage Community. Ask questions, share tips and tricks, and communicate with other customers.

## SUPPORT TECHNOLOGIES

Pure operating environments have several built-in features that allow for quick and effective troubleshooting, allowing our technicians to anticipate trouble and work with problems often before they arise.

Cloud Assist is an essential part of Pure Storage's overall strategy, allowing the technical support team to identify potential problems through a sophisticated alert system and proactively troubleshoot issues. It operates through a secure link between the server's operating environment and Pure Support. Logs are transmitted every 30 seconds and stored on a secure server, enabling detection of performance issues and error-rate trends.

The operating environment's secure Remote Assist (RA) feature enables a support engineer to communicate directly with the device through a secure link.

## HARDWARE REPLACEMENTS

Pure Support provides efficient replacement of any malfunctioning Pure hardware. When Pure Support determines that a hardware component of a customer's system needs to be replaced, the Technical Service Engineer (TSE) initiates the shipping of the replacement part and, if required, dispatches a Field Technician to perform the part replacement.

## OPENING A NEW CASE

When opening a new case, Pure Storage may request error messages, log files, information to reproduce the situation. Pure Storage recommends opening new cases via the support portal at <http://pure1.purestorage.com/support>. To open a new case, click the orange (+) next to the Quick Find bar. Use the Search for your existing cases.