



# CUSTOMER SERVICES & SUPPORT

Fusion-io offers a range of support options to suit your business needs and ensure you have the highest quality experience with our technology.

## WARRANTY, SUPPORT & SUBSCRIPTION OPTIONS

### WARRANTY ONLY

- Hardware warranty issues may be reported from 6am to 6pm Mountain Time, M-F, Excluding Fusion-io Company Holidays
- Covers hardware repair due to manufacturing defects
- Fusion-io customer support determines if hardware replacement is necessary
- 30 day standard replacement coverage

### SUPPORT & SUBSCRIPTION

- Multiple support options
- Priority handling based on business impact
- Covers all issues involving Fusion-io software and hardware
- Assistance in identifying application-specific issues
- Defined Service Levels for contact response time and shipment of replacement hardware
- Hardware failure analysis for any failures encountered
- Expediting bugs, feature requests prioritization, and Fusion-io partner engagements

### SUPPORT/SUBSCRIPTION LEVELS

Features	Warranty	Silver	Gold	Gold Non-Return
Hours of operation	6AM-6PM Mountain Time, M-F, Excluding Fusion-io Holidays	6AM-6PM Local Business Hours, M-F	24 x 7	24 x 7
Response Within (severity 1)	N/A	1 hour	30 minutes	30 minutes
Term of Service	5 years	1, 3, 5 years	1, 3, 5 years	1, 3, 5 years
Hardware Replacement Method	Customer ships to Fusion-io, Fusion-io repairs or replaces product generally within 30 days (fees assessed for Damaged product)	Ships within 2 business days, then sent via 2 business day delivery service	Ships same day if order placed before 3pm US Mountain time, then sent via next business day delivery service	Non-Return, Certificate of Destruction Service
Access Methods	Web/Phone/Email	Web/Phone/Email	Web/Phone/Email	Web/Phone/Email
Response Method	Email/Phone	Email/Phone	Email/Phone	Email/Phone
Access to Discussion Forums	No	Yes	Yes	Yes
Software & Firmware Updates	No	Yes	Yes	Yes

### SUPPORT BENEFITS

- **Diagnosing issues, configuration and usability** advice on issues involving Fusion-io hardware and software.
- **Continuity of operations** – Defined Service Levels for contact response time and shipment of a hardware replacement
- **Hardware failure analysis** to remedy any failures encountered, and to drive reliability and quality improvements
- **Services prioritized** to address business impacting issues first
- **Expert support team** focuses on minimizing production impacts of issues
- **Expediting** bugs, feature requests, prioritization, special software builds, and Fusion-io partner engagements

### SUBSCRIPTION BENEFITS

- Subscription is the most cost-effective way for businesses to ensure they have the latest technology of the most-current releases.
- **Protects investment** by providing access to upgrades and updates that provide enhancements, new features, new platform certifications, and access to the latest defect and security fixes releases launched during the subscription period.
  - **Lowens cost** of acquiring new releases by providing authorization to use all new releases and versions of offering products while still under Support and Subscription— helping to increase and maintain the highest levels of productivity.

CSCV031313