



# CTERA Cloud Care Support Services

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## CTERA SUPPORT SERVICES

We at CTERA understand that efficient and responsive support is critical to our customers' ongoing business operations.

CTERA offers three global support offerings: Cloud Care, Premium Cloud Care, and Enterprise Support. These choices offer the flexibility you need to select the support program that is best suited to help you make the most out of your investment with CTERA.

### CTERA'S TECHNICAL SUPPORT PLANS

CTERA provides the following levels of support:

- [Cloud Care](#)
- [Premium Cloud Care](#)
- [Enterprise Support](#)

This section describes these levels of support.

#### Cloud Care

Cloud Care provides basic support coverage for the duration of your product cloud care period.

Cloud Care offers timely and cost-effective response to your support needs. Service is delivered from 8am to 5pm during standard business days and includes:

- Software updates, including bug fixes and all minor and major version releases
- Hardware replacement service for faulty hardware
- Access to online support, with a real-time email based case management system, documentation center, and knowledge base

#### Premium Cloud Care

Premium Cloud Care offers extended support services for additional fees for the duration of your product subscription. To qualify for the Premium Cloud Care plan, certain deployment parameters must be met.

Premium Cloud Care extends the Cloud Care plan to include the following services:

- Guaranteed availability of CTERA technical support resources
- 24x7x365 telephone support for critical issues
- Priority queuing of support cases

## Enterprise Support

Enterprise Support offers extended support services for additional fees for the duration of your product subscription. To qualify for the Enterprise Support plan, certain deployment parameters must be met. Enterprise Support extends the Premium Cloud Care plan to include the following services:

- Guaranteed availability of CTERA technical support resources
- 24x7x365 telephone support for critical issues
- Priority queuing of support cases
- Technical Account Management (TAM) - Proactive technical responses coordinated by a highly trained technical account manager assigned to you. Your TAM works closely with your organization to ensure the highest performance, reliability, and availability of your CTERA solutions. It begins with your TAM taking the time to understand your environment, and assisting with your strategic support planning to resolve issues quickly and minimize downtime for your critical systems. With Enterprise Support, you will have access to resources for obtaining architecture reviews, upgrade and migration planning assistance, training recommendations, and periodic account reviews.
- On-site Professional Services - Enterprise Support customers are entitled to five days of on-site technical support services per subscription year.

## CTERA TECHNICAL SUPPORT SERVICE PLAN FEATURES

The following outlines the features included in the CTERA support service plans:

Support Plan	CTERA Cloud Care	CTERA Premium Cloud Care <sup>a</sup>	CTERA Enterprise Support
<b>Technical support availability</b>	During regular business hours, defined by region	24x7x365 <sup>b</sup>	24x7x365 <sup>b</sup>
<b>Telephone support</b>	During regular business hours, defined by region	24x7x365 <sup>b</sup>	24x7x365 <sup>b</sup>
<b>Software updates</b>	Yes	Yes	Yes
<b>Extended product documentation</b>	Yes	Yes	Yes
<b>Prioritized queuing of all support cases</b>	—	Yes	Yes
<b>Technical Account Manager</b>	—	—	Yes
<b>Periodic architecture review</b>	—	—	Yes
<b>Upgrade and migration planning assistance</b>	—	—	Yes
<b>Periodic account reviews</b>	—	—	Yes
<b>Professional Services</b>	—	—	5 days <sup>c</sup>

a. Available for qualified customers (certain deployment parameters must be met)

b. Support outside of regular CTERA business hours is only available for Severity-1 cases

c. Per subscription year. The 5 days are limited to a maximum of 2 visits. Restrictions in travel and expenses might apply depending on customer location.