IBM Technology Lifecycle Services Storage Expert Care - Offering availability per platform

	IBM Flash System Warranty Basic Advance				IBM DS8000 R9.3 & R10 Warranty Advanced Premium			IBM TS77xx Warranty Advanced Premium			IBM Diamondback Warranty Advanced Premium			IBM Storage Fusion HCI Warranty Basic Premium			IBM Stora	age Fusion DS Premium	IBM Storage Fusion SDS to HCI Warranty Basic Premium			IBM Storage Scale System Warranty Basic Advanced Premium			IBM Storage Networking SAN Warranty Basic Advanced			
Storage Ex					,						,			,					•			,				,		
Support Tier Terms 1-5 Years¹	1 Yr.	4680, 4662, 4657, 5202	4680, 4662, 4657, 4666, 4983, 5202	4680, 4662, 4664, 4657, 4666, 4983, 5202	1 Yr.	5341, 9031	5341, 9031	1 Yr.	3948	3948	1 Yr.	4882	4882	1 Yr.	9155	9155		5641	1 Yr.	9155	9155	1 Yr.	5149	5149	5149	1 Yr.	8969, 9024	8969, 902
Hardware Maintenance (HWMA)	9x5 NBD IOL 4680, 4662, 4664, 4657, 5202 24x7 SD IOR 4666, 4983		24x7 SD IOR	24x7 SD IOR	24x7 SD IOR	24x7 SD IOR	24x7 SD IOR	24x7 SD IOR	24x7 SD IOR	24x7 SD IOR	9x5 NBD IOL	24x5 SD IOR	24x7 SD IOR	9x5 NBD IOL	9x5 NBD IOR	24x7 SD IOR			9x5 NBD IOL	9x5 NBD IOR	24x7 SD IOR	9x5 NBD IOL	9x5 NBD IOR	24x7 SD IOR	24x7 SD IOR	9x5 NBD IOL	9x5 NBD IOR	24x7 SD IC
Software Maintenance (SWMA) Support & Subscription	90 days		Yes 4666	Yes 4664, 4666										90 days	Yes	Yes	Yes	Yes		Bring Your Own Software License	Bring Your Own Software License							
Support Line		Yes 4680, 4662, 4657, 5202	Yes 4680, 4662, 4657, 4983, 5202	Yes 4680, 4662, 4657, 4983, 5202		Yes	Yes		Yes	Yes		Yes	Yes														Yes	Yes
Predictive Support			Yes Storage Insights	Yes Storage Insight Pro		Yes Storage Insights	Yes Storage Insights Pro		Yes with Call Home	Yes with Call Home			Yes with Call Home			Yes with Call home		Yes with Call Home			Yes with Call Home			Yes with Call Home	Yes with Call Home			Yes with Call Home
Technical Account Manager (TAM)				Yes			Yes			Yes			Yes			Yes		Yes			Yes				Yes			
Enhanced Response Time				Yes Sev 1-2 30 min			Yes Sev 1-2 30 min			Yes Sev 1-2 30 min			Yes Sev 1-2 30 min			Yes Sev 1-2 30 min		Yes Sev 1-2 30 min			Yes Sev 1-2 30 min				Yes Sev 1-2 30 min			
Remote Code Load				Yes 2x/Year			Yes 2x/Year			Yes 2x/Year			Yes 2x/Year			Yes 2x/Year		Yes 2x/Year			Yes 2x/Year				Yes			
Optional (Offerii	ngs																										
Committed Maintenance Service Levels (CMSL)			Yes	Yes		Yes	Yes		Yes	Yes																		Yes
Spectrum Virtualize (Fixes, Updates, Releases)																												
	Yes 1 Yr.		Voc	Yes																								
Remote Support & Parts (RSP) Expert Care			Yes 4680, 4662, 4657, 4983 5202	4680, 4662, 4657, 4983, 5202		Yes	Yes		Yes	Yes			Yes											Yes	Yes			Yes
Storage Assurance				Yes 4662, 4657, 4983, 5202																								
Media Retention																												
IBM Machine Setup			Except 4666 & 4983	Except 4666 & 4983																								
Global Total Microcode Support (GTMS)																												
Country Based Support																												
Parts Retention																												
Parts Locker																												

¹Some IBM Storage FlashSystems offers up to 6 years, please contact your IBM Representative for more information.

IBM On-Site Limited (CRU) - Base warranty terms of the product that comes with the HW repair. IBM SSR to come and replace non-CRU parts
IBM On-Site Repair (FRU) - Onsite repair comes with IBM SSR that will fix the machine onsite to the customer for both CRU (Customer Replaceable Units) and non-CRU parts
FIGURE FIGUR Optional Not Available

NBD Next Business Day

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