



StarWind Software Inc. Customer Service

Support terms definitions	2
Annual Software Maintenance (ASM)	2
Customer service and technical support.....	2
Methods of communication.....	3
Pre-sale support.....	3
Post-sale support.....	3
Premium support.....	4
Assistance services.....	5
Assistance services terms and conditions.....	5
Document terms and conditions.....	5
Notes.....	5

Support terms definitions.

StarWind Software really stands behind its products and we dedicated to provide our prospects and customers with industry-standard support services. Our support services are divided on two support types

- **Standard support** – Support service level included with all StarWind iSCSI SAN software purchases.
- **Premium support** – Service level guaranteeing faster response time and extended issue solution methods. Available for an additional fee.

Standard support is divided on these types: pre-sale support and post-sale support

- **Pre-sale support** – Services provided to help customers with the initial iSCSI SAN software deployment and optimal stable configuration during the iSCSI SAN software evaluation period.
- **Post-sale support** – Services provided to assist customers in reconfiguring the iSCSI SAN software or solve productivity and technical issues caused by StarWind iSCSI SAN software.

The other terms and definitions you may see in this document are:

- **ASM** (Annual Software Maintenance) – service which allows customers to obtain and apply major and minor product updates and receive standard technical support.

Annual Software Maintenance (ASM).

Annual Software Maintenance (ASM) for StarWind products provides major and minor product version releases/updates and standard technical support plan. Major version releases are indicated by an increase in the first digit in the version number, i.e. 5.5 to 6.0. At the same time the name of the product remains the same. Annual Maintenance and Support is available on a per-year basis. The subscription can be purchased in 1, 2, or 3 year periods. Maintenance is required for all perpetual license purchases.

Customer service and technical support.

All StarWind customers that purchase StarWind iSCSI SAN are entitled to our technical Support according to the support plan selected. Support can be reached via Email, Phone or Web Forums. Customers downloading our evaluation software are provided with 30 days of free Technical Support, as well as the following online resources:

- “How To” Articles
- Step-by-Step Technical Guides
- Educational Video resources
- Frequently Asked Questions (FAQ)
- Web Forum

Methods of communication.

Phone: Phone number is provided after the purchase of the product and ASM subscription.

Email: Through a *web form* fill out on our website: <http://www.starwindsoftware.com/support-form>

The *direct email* address is available for product owners and ASM owners.

Forums: All forums can be accessed via our website: <http://www.starwindsoftware.com/forums/>

Important notice: When submitting a case using *direct email* option it is strongly recommended to carbon copy the support request to support@starwindsoftware.com.

Pre-Sale Support.

Pre-Sale support services are intended help clients to configure StarWind iSCSI SAN software for best performance and stability. Customer is free to choose any of the abovementioned communication methods in order to receive qualified technical consultation/assistance.

Services included into the 30 days free Technical Support are:

- Free minor and major upgrades
- Email/Phone configuration assistance
- Online Resources access
- Live product demonstration

Pre-Sale support is provided in StarWind Software Inc. business hours:

Monday – Friday

EMEA Office 8 AM – 5 PM GMT

USA Office 10 AM – 7 PM EST

Guaranteed response time: 4 business hours

Pre-Sale support business hours may be extended per individual client request.

Post-Sale Support.

All purchased copies of StarWind iSCSI SAN include one year of **Standard** Technical support.

24/7 **Premium** Technical support plan can be purchased for an additional fee.

Depending on the support plan purchased user is guaranteed a specific response time depending on the severity level:

Severity level definitions:

High Severity issues are defined as any issue caused by StarWind Software that is preventing a production system from functioning and no immediate workaround is available.

Medium Severity issues are defined as any issue caused by StarWind Software that is preventing a production system from functioning and a workaround exists.

Low Severity issues are defined as any issue caused by StarWind Software where a production system is still able to function. Any other issues are classified as Severity 3.

Technical Support Plan	Premium	Standard
High Severity	1 hour	4 business hours*
Medium Severity	4 hours	8 business hours*
Low Severity	4 business hours*	12 business hours*

* StarWind Software Inc. business hours:
 EMEA Office 8 AM – 5 PM GMT Monday – Friday
 USA Office 10 AM – 7 PM EST Monday – Friday

Premium Support

Premium support services are intended to service the environments with a 24/7 requirement for support service availability.

Services include:

- Disaster recovery assistance
- OS Configuration assistance
- Network performance tuning
- Disk performance tuning
- SAN Solution configuration

Note: StarWind Software Inc. does not guarantee 100% performance for the configurations slower than mentioned in the minimal technical requirements guide or not matching the best practice configurations.

Methods of service

	Premium support plan	Standard support plan
Forum	+	+
Email	+	+
Phone	+	+
Remote support session	+	

All support services are available on a per-year basis. The subscription can be purchased for 1, 2, or 3 year periods. Maintenance is required for all perpetual license purchases.

Assistance service.

In case of a severity issue caused by user or 3rd party software/hardware, incorrect shutdown procedure or a misconfiguration lead to data unavailability/corruption or performance degradation*. Assistance service can be provided. This type of service is provided for all cases which are not caused by StarWind software. The service does provide a guarantee for regaining access to the iSCSI storage*¹ provided by StarWind iSCSI SAN software.

*StarWind Software Inc. does not guarantee 100% performance for the configurations slower than mentioned in the minimal technical requirements guide or not matching the best practice configurations.

*¹Data inconsistency may occur in case of an underlying hard drive failure or incorrect shutdown procedure.

Service includes:

- Remote support session access to the customer's environment
- Array accessibility recovery assistance
- Connectivity recovery assistance
- Reconfiguring StarWind iSCSI SAN
- Reconnecting the iSCSI storage array to the client servers

Assistance service terms and conditions.

Assistance service is provided on a per-hour basis:

- Initial package – 1 hour of technical support assistance through a remote support session.
- Initial package cost - \$80 (USD)
- Service charge – \$60 (USD) per each next hour of the assistance service.

Document terms and conditions:

Other terms and conditions are:

- This document is effective as of the date shown in the footer of this document.
- This document completely replaces all previous versions with an earlier effective date.
- This document is subject to change without notice.

Note:

- The most current version of this document can be always accessed at:

http://www.starwindsoftware.com/images/content/Annual_Software_Maintenance_StarWind.pdf