

## Global Support

Pavilion is committed to outstanding customer experience. Support staff is deeply knowledgeable in Pavilion Hyperparallel Flash Array (HFA) technology and its operation with associated hardware and software infrastructure. A 24x7x365 team of experts utilizes proven processes, tools and automation to optimize uptime and minimize risk.

Pavilion’s Customer support offers a range of services that enables our partners to achieve their business goals and fully leverage their investment.

By purchasing support, customers can trust that Pavilion’s team provides:

- Enterprise Storage Support for Mission Critical Applications
- Service Levels that match specific business requirements
- Access to NVMe Subject Matter Experts
- On-Site Support for Hardware Replacement
- Remote Diagnostics

# Pavilion Support Overview

## Support service level offerings and their benefits

**Pavilion Care™** and **Pavilion Care+™** Support Services are designed to provide a range of options that align to our customer’s business priorities and objectives. The Pavilion platform provides customers the flexibility of adjusting their support levels as their business requirements change over time

### Pavilion Care

Pavilion Care provides access to Pavilion’s global technical support team. This access is 24x7x365 and also includes software maintenance releases, call home functionality, proactive monitoring, software minor upgrades and on-site next-business-day hardware replacement.

### Pavilion Care+

Pavilion Care+ delivers access to our global technical support team 24x7x365. This includes software maintenance releases, call home functionality, proactive monitoring, and software minor upgrades. The big difference? On-site 4-Hour hardware replacement.

## Service Definitions

Definition of Service	Pavilion Care	Pavilion Care+
Technical Support	24x7x365	24x7x365
Bug Fixes and SW Updates	✓	✓
Supported Managed HW and Minor SW Upgrade	✓	✓
Call Home Functionality	✓	✓
Mobile SaaS-based Proactive Monitoring	✓	✓
Onsite FRU Delivery	Next Business Day (NBD*)	4 hours
Onsite FRU Break/Fix Replacement Services	✓	✓

\*Cutoff time for NBD delivery is 3:00 p.m. local time during business days

## No Return Services

Media No Return Service**	Media No Return
NVMe Media Drive	Certificate of Destruction Service Required
FRU No Return Service**	FRU No Return
NVMe Media Drive, PCIe-Fabric, Management Cloud and IO Line-Card	Certificate of Destruction Service Required
FRU Components (Power Supply, Fan Tray, Drive- Cage)	No Certificate of Destruction Service Required

\*\*No Return Service Sold Separately

## Handling Of Cases

If an issue arises, a case is created in Pavilion’s call tracking application system. A subject matter expert (SME) is assigned and contacts you no later than the targeted response times shown in the table below. The SME collects any additional information required to analyze the problem and advises on the necessary steps to resolve the case. Failure to resolve after the first response results in the designated support engineer continuing the troubleshooting process, keeping in touch with you throughout, until a suitable solution/workaround is reached.

## No Return Service

This provides customers with the choice to receive a replacement part without having to return the media or any of the FRU components. A "Certificate of Destruction" is required for a few components. No Return Service is priced and sold separately to Pavilion Care and Pavilion Care+ and any system configuration given.

## Initial Response Time Objective

Pavilion acknowledges any reported problem, question or feature request within the time frames shown below, according to its priority and severity levels. (See definitions below).

### Service Level Objective Response Time

Service Level Objective	Targeted Response Time
Sev-1 (System Issue, FRU Failure, Perf Issue)	1 hour 24x7x365 <b>*must be reported by phone*</b>
Sev-2 (Functionality Issue, Error, Problem)	2 hours (business hours)
Sev-3 (Documentation, Usability)	3 hours (business hours)
Sev-4 (General Questions)	4 hours (business hours)

## Bug Fixes

This is identified by an increment to Z numerals in X.Y.Z product release, any new software release that improves the functionality and/or performance of the product without adding any significant features.

## Minor Software Upgrades

This is identified by an increment to the Y numeral in the X.Y.Z product release identification and is any new release of PavilionOS (software) that introduces minor new features and functionality.

## Proactive Monitoring

Pavilion's subject matter experts receive all notifications generated by the system. Should an issue be identified by an SME, they proactively open a case, analyze the information, diagnose the severity, the possible impact, and provide suggestions for corrective action.

## Part Delivery And Replacement

Pavilion offers multiple cost-effective and predictable services to meet customer hardware support requirements and timelines. For customers with Pavilion Care option, part delivery and replacement is Next Business Day (NBD), after the problem is diagnosed and confirmed. The cutoff time for NBD delivery of spares and/or the arrival of a field service technician is 3:00 PM local time during US business days. For those customers subscribed to Pavilion Care+ option, the target for part delivery and replacement is 4 hours, after the problem is diagnosed. After a Pavilion field service technician installs the replacement part, it is the customer's responsibility to arrange the return of the failed unit to a Pavilion facility.

## Severity Definitions

For each service request, Pavilion assigns each case according to the impact on the customer using industry-standard definitions. The severity level may be upgraded or downgraded by the customer at any time. This allows us to ensure:

- Appropriate speed of response
- Appropriate resources are made available
- Appropriate escalation policies are applied

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## How to Contact Us

[support@pavilion.io](mailto:support@pavilion.io)

### USA & Canada

Toll-Free: 1-888-342-0461

### International

1-408-684-4958

### UK

0800 069 8055

### Netherlands

0800 022 2832

## Severity Criteria Defined

On the creation of a new case, both the customer and Pavilion's Subject Matter Expert (SME) consult the ranking system and apply an appropriate severity level. While the case is open, severity ranking may vary depending upon any changes to the case. For example, a Major Problem that started out urgent may change over time if the issue is troubleshooted to a point where the severity level is no longer aligned to the size of the problem.

### Severity 1 — Emergency

- Critical / Severe Error End User or workgroup cannot perform normal job functions.
- System/Software down
- Data unavailable
- System or software will not install Critical

### Severity 2 — Critical

- Major functionality impact. Degraded level of service. Workaround solution required. System cannot go live.
- Moderate degradation of system functions
- Repeated failures or error messages Error might create intolerable delays if not addressed
- New install with major Errors, not yet impacting go live date

### Severity 3 — Serious

- Product is operable but demonstrates some degradation in functionality or performance
- Problems that are inconvenient, but product is still generally operating in accordance with documentation.

### Severity 4 — Minor

- Product or documentation has problems that do not materially degrade functionality or performance
- Product feature enhancement requests

## Support Case Escalation

A case can, at any time, be escalated by customers. Escalations may occur because customers' expectations of an issue resolution are not pursuant to the outlined timeframes and action plan that follow the normal resolution process.

Our VP of Customer Support will create a task force that consists of engineering, product management, and sales engineering. Together, an plan and timeline to properly address the issue. The timeline will be shared and subsequent checkpoints scheduled and agreement sought on the closure criteria of the escalation. During troubleshooting, regular updates are provided on the progress as agreed upon, until the issue is resolved.

## Effective Media Under B.Y.O.M.

When a customer brings their own drives, the warranty replacement for the defective media comes from the manufacturer. Once the customer receives the replacement drive, Pavilion Support will assist with the replacement of the drive.

## About Pavilion

Pavilion Data Systems is the leader in the third wave of storage, delivering unmatched performance, density, and ultra-low latency at scale, without the cost and complexity of traditional storage. Pavilion enables global customers to shatter expectations today, tomorrow, and beyond by deploying storage solutions that scale linearly utilizing NVMe and NVMe-oF technology. Visit [pavilion.io](http://pavilion.io) or follow the company on Twitter at [twitter.com/pavilion](https://twitter.com/pavilion).