

StorChoice™ | Support Services for Platforms and Servers

Support Highlights

- Diagnosis and resolution of issues involving product function, configuration and usability of hardware and software
- Continuity of operations defining service levels for contact response time and shipment of a hardware replacement
- Services prioritized to address business-impacting issues first. Expert support team focuses on minimizing production impact issues
- 24 × 7 global coverage by phone and web with up to 30 minute response targets
- Parts delivery Next Business Day and 4-hour¹
- On-site field technician 4-hour option available¹
- No-return option available as an option for data sensitive customers⁷⁸

StorChoice offers comprehensive customer support services to ensure you get the most out of your Western Digital platforms and servers.

Support Options

- Priority handling based on business impact
- Covers all issues involving related system hardware
- Assistance in identifying application-specific issues
- Defined service levels for contact response time and shipment of replacement hardware and/or on-site field technician for replacement
- Expediting bugs, feature request opportunities, and partner engagements
- Enterprise level support, with select mission critical options

Support Benefits

Subscription is the most cost-effective way for businesses to ensure they have the most current releases of the latest technology.

- Protects investment by providing access to updates that provide enhancements, new platform certifications, and access to the latest defect and security fixes released during the subscription period
- Lowers cost through a variety of support options to simplify administration and contract terms

Limited Warranty²

- Warranty issues may be reported from 5am – 5pm PT, Monday – Friday, excluding holidays
- Covers hardware repair due to defects in material or workmanship
- Customer support determines if hardware replacement is necessary

Support Services¹

Features	Basic Silver	Enterprise Gold	Enterprise Gold Plus ⁵
Support Operations	24 x 7	24 x 7	24 x 7
Response Targets (severity 1)	1 hour	30 minutes	30 minutes
Hardware Service Terms ³	1, 3 & 5 yrs	1, 3 & 5 yrs	1, 3 & 5 yrs
RMA/FRU Replacement	Next Business Day	4 hour ⁴	4 hour ⁴
Access	Phone/email	Phone/email	Phone/email
Response	Phone/email	Phone/email	Phone/email
On-site Field Technician	No	No	Yes
Access to SW & Firmware Updates ⁶	Yes	Yes	Yes
No-Return Option ^{7,8}	Available for purchase	Available for purchase	Available for purchase

¹ All product units purchased by a customer must be under the same purchased support level, and all upgrades and/or expanded capacity for a product unit must be under the same purchased support level. May require a lead time of up to 90 days to set up service. May not be available in all locations. Contact your sales representative for availability of Next Business Day and Same Day parts replacement delivery services. Support Services must be purchased at the same time as the corresponding hardware purchase.

² Please see product warranty terms and conditions for details.

³ Support service commences on the date of shipment for hardware, and on the date of transmission for software.

⁴ RMA/FRU replacement service level time starts upon manufacturer determination that a FRU replacement is required. No-return options are available for Silver and Gold customers as an additional option to be charged separately.

⁵ Gold Plus must be separately purchased in order to receive On-site Field Technician.

⁶ Provides bug fixes, patches and software updates (minor versions) as available.

⁷ Option only covers drives or flash and not other components of the system/platform. Available for purchase with Silver and Gold options.

⁸ No-return option availability is subject to certain conditions and eligibility requirements.

Western Digital.

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