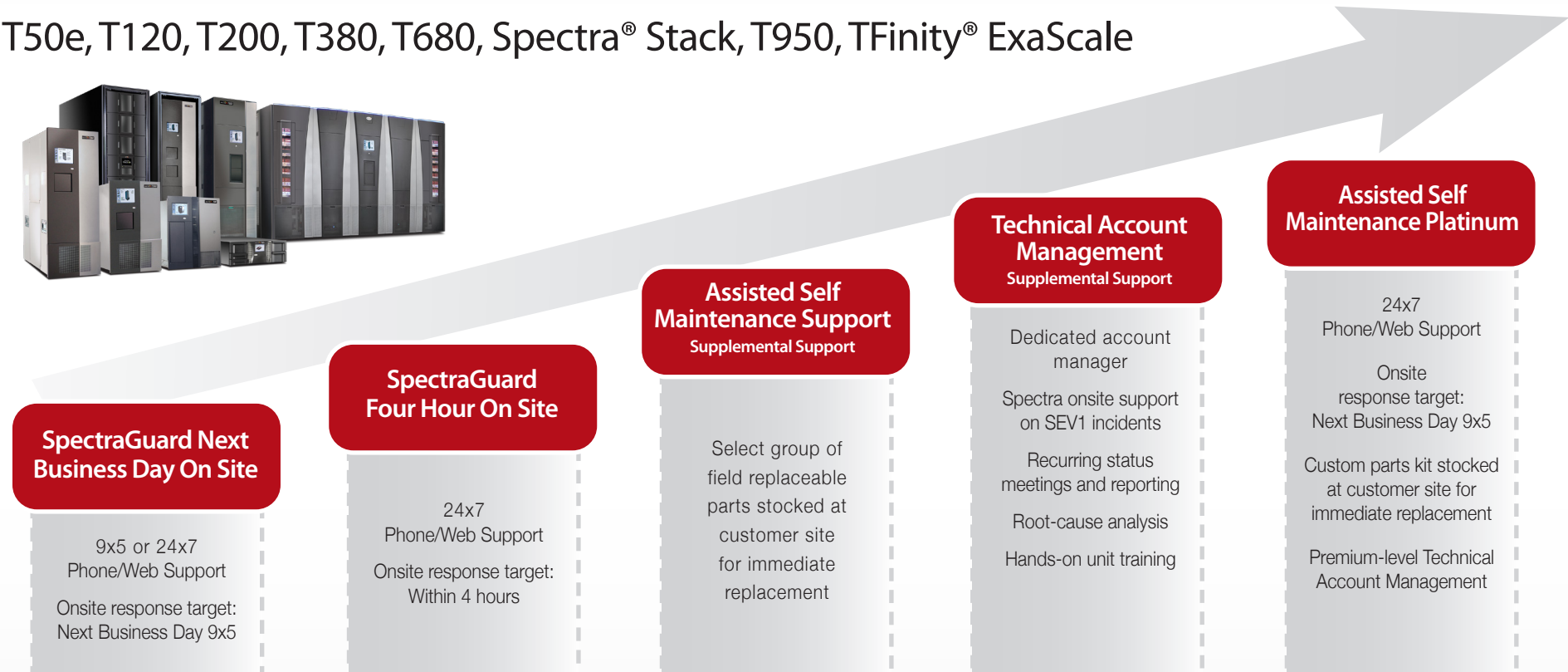




Spectra Tape Library Support Offerings

T50e, T120, T200, T380, T680, Spectra® Stack, T950, TFinity® ExaScale



SpectraGuard Next Business Day On Site

9x5 or 24x7
Phone/Web Support
Onsite response target:
Next Business Day 9x5

SpectraGuard Four Hour On Site

24x7
Phone/Web Support
Onsite response target:
Within 4 hours

Assisted Self Maintenance Support Supplemental Support

Select group of field replaceable parts stocked at customer site for immediate replacement

Technical Account Management Supplemental Support

Dedicated account manager
Spectra onsite support on SEV1 incidents
Recurring status meetings and reporting
Root-cause analysis
Hands-on unit training

Assisted Self Maintenance Platinum

24x7
Phone/Web Support
Onsite response target:
Next Business Day 9x5
Custom parts kit stocked at customer site for immediate replacement
Premium-level Technical Account Management

Standard features: Storage Crisis Lifeline, PriceLock, Access to BlueScale® Software and Firmware Upgrades, Web Portal Access, Remote Troubleshooting, AutoSupport (Email Notification, Phone Home, Historical Log Storage)

Important Note: All support levels may not be available in every region. Product must be within a 50-mile radius of a Spectra-approved service depot for any onsite support level agreement. SpectraGuard Same Business Day On Site is not available for Spectra Stack Tape Library. Contact Spectra to determine which support options are available in your area.